**FAQs for EARL 2024**

**I am a speaker and I’m trying to extend my ticket to include the second day, but the code it not working!**

Please ensure you are using the provided speaker code in the password box, NOT the discount box. Once entered correctly, the password will reveal the extra day speaker ticket.

**Can I buy multiple passes in one transaction?**

Yes! You can buy multiple tickets on our ticketing system. If you would like to buy 5 or more tickets for your team, please email admin@datacove.co.uk and we will give you a 5-for-4 discount code!

**I am part of the NHS, in government, an academic, or work in a non-profit. How do I access the discounted rate?**

If you work in the NHS, a formal academic setting, the government, or a non-profit organisation, you are eligible for discounted EARL passes. Email Datacove directly using your work email to receive your unique discount code. Enter your code in the discount box when booking your EARL passes and select your tickets as normal. Proof of eligibility is required, and we may request additional proof of identity at the registration desk on the day(s) of the conference.

**I have special dietary requirements, what should I do?**

Please inform us of any allergies or intolerances when completing the questionnaire during ticket purchase. This information will be communicated to our venues to ensure your dietary needs are catered for.

**I booked a ticket but might not be able to attend. What do I do?**

We understand that circumstances may change. While all EARL tickets are non-refundable from the point of purchase, they can be transferred to another nominated attendee. Contact admin@datacove.co.uk for support.

**Do you provide support for accommodation bookings?**

We do not book accommodation for our delegates; however, we have arranged discounts with several local hotels. Please email admin@datacove.co.uk for more details.