

Booking terms and conditions

1. Payment of all fees due is required in full before the first day of the course.
2. Once accepted, the registered delegate is deemed to be personally liable for all fees due. An exception is where a sponsor (e.g. an employer) informs us that it accepts the liability. Notification must be in writing by an officer of that organisation who is authorised to enter into contracts on its behalf.
3. **Course cancellation**
Courses have to be financially self-supporting and a minimum enrolment is therefore necessary to make each course viable. If a course is cancelled, because of low enrolment or any other reason, then we will make reasonable efforts to give registered delegates as much notice as possible (normally at least 5 working days prior to the due course start date). Our maximum liability will be limited to a refund of the course fees up to the amount which it has so far received in respect of a delegate. We will not accept liability for any costs or losses incurred by delegates or organisations which are claimed to have arisen through course cancellation. We reserve the right to vary arrangements for the delivery of courses, such as venue, trainer, etc.
4. **Cancellation of course registration by a delegate**
Cancellations should be made as soon as possible in writing or by email. Where notice of cancellation is received 15 or more days before the course start date, a refund may be possible. If the participant fails to attend the course, the full course fees are payable. We recommend you take out insurance to cover the possibility of cancellation.
5. **Substitution of delegates**
Any registered delegate who cannot attend may be replaced by a substitute delegate at any time before the start of the course. Registered delegates should contact us as far in advance as possible, giving full details of the substitute who will attend in their place. Thereafter, the same terms and conditions will apply to the replacement. Substituting in this manner will normally avoid incurring cancellation fees. Please note that the delegate who is replaced is responsible for recovering any fees from the substitute delegate.
6. The organisers may take photographs of delegates during courses and other related activities and reserve the right to use these images for marketing and advertising purposes. Delegates' individual consent for this will be assumed to have been granted unless otherwise indicated by delegates, in writing or by email, prior to the start of each course.
7. In the interests of all course participants, the organisers reserve the right to enforce the removal of any delegate from the course, without refund or compensation, whose behaviour or demeanour is considered, in their view, disruptive or otherwise unacceptable.
8. We reserve the right to vary these Terms and Conditions from time to time.
9. Through registering for a course, applicants are deemed to have accepted the Terms and Conditions.