

Terms and conditions

Bookings:

All bookings are subject to availability on the chosen course.

VAT:

We are not VAT registered

Confirmation:

Once we have received your booking for a course and full payment, we will send you a confirmation, either by post or electronically, confirming your place along with directions of how to find the event venue.

Certificates of attendance:

Certificates are issued to participants who attend the entire one- or two-days' training and complete the event's evaluation form.

Invoices:

If you work or volunteer for an organisation which will pay against an invoice for your place(s) please send an official purchase order or letter of authorisation (detailing who we should send the invoice to) along with your completed booking form. We are sorry but we are unable to invoice individuals.

To change dates or delegate names:

We are happy to change the name of the delegate who is to attend a course upon notification (by phone or post). We will also change the dates/venue of your booking (provided the newly preferred date/location has availability), but in order to avoid an administration charge, you must give us a minimum of seven days' notice prior to the date of the initial event you had booked onto.

Cancellations:

We guarantee a credit for a future course, minus a £15 administration fee, if you have to cancel more than seven days in advance, and are genuinely unable to attend due to unforeseen circumstances. An administration fee of £45 is deducted if less than seven days' notice is given.

In the unlikely circumstances of any course being interrupted as the result of a natural or unforeseen disaster, or illness of the tutor, it will be rescheduled. If you are unable to attend on the rescheduled date, you will be given a full credit for a future event. We reserve the right to change tutors if necessary.

Please note:

We reserve the right to remove a person from any of our courses if their behaviour is disrupting the learning experience of other students. If a decision to remove a student from the Diploma course is made, we will refund the fees for any remaining unattended days of the course.