



## Training Event 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 an invoice is issued to a sponsor (eg an employer) who informs us that it accepts the liability, through either a purchase order or confirmation email.

### Cancellations

- 3) As a charity, Care for the Family training events aim to be self-supporting, therefore a minimum enrolment is 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). We will, if possible, offer alternative dates. If these are not available, or suitable, 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 other costs or losses incurred by delegates or organisations which are claimed to have arisen through course cancellation. We would recommend taking out appropriate insurance to cover this possibility.
- 4) Cancellation of course registration by a delegate should be made as soon as possible in writing or by email. Where notice of cancellation is received 15 days or more before the course start date, a refund may be possible, or transfer alternate dates. If the participant fails to attend the course, the full course fees are payable. We recommend taking out insurance to cover the possibility of cancellation.

### Substitution of delegates

- 5) 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 cancellations fees. Please note that the delegate who is replaced is responsible for recovering any fees from the substitute delegate.

### Other

- 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 prior to the start of the course.
- 7) We reserve the right to vary these Terms and Conditions from time to time.
- 8) Through registering for a course, applicants are deemed to have accepted the Terms and Conditions.