

Terms & Conditions

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We need to receive your payment upon booking in order to secure your place on the course or workshop. We will then send you a receipted invoice. Whilst we don't want to we may be forced to refuse admission if we haven't received payment.

Changing Delegates

If circumstances change and the original delegate can no longer attend, we are very happy for you to send someone else – please phone us to let us know and we will amend our records.

Cancellations/Transfers

We realise that sometimes situations arise that mean you will have to cancel your place. We have some simple criteria we apply in these circumstances – 10-15 working days before event commencement we will charge you a 25% fee to cover our costs. Unfortunately if you are canceling or transferring in the 9 working days leading up to the date we will need to charge you the full fee. If you do need to cancel or transfer then make sure you put it in writing to us – either by fax, email or letter however the date we receive your communication is the date we use as the notification date.

Force Majeure (unforeseeable events)

We make every possible attempt to run courses and events, however we do reserve the right to cancel any course/workshop at any time. Unfortunately we cannot be held liable for any costs incurred by delegates.