



T&C'S

Please ensure you have read and understood these Terms and Conditions before you make a booking. By placing a booking you are deemed to have read, understood and accepted them.

1. Booking

- Before booking onto the course, please ensure you have read the course content in order to ensure that the course will meet your training needs.
- Your booking **MUST** be authorised by your manager/CPD leader. Please enter their name and email address in the relevant box on the booking form.
- On receipt of your completed booking form your place(s) will be confirmed by email.
- Completion of the booking process and acceptance of the terms and conditions forms your contract/ your school's contract with Solve Education

2. Invoices & Payments

- Invoices will be sent by email to the delegate's manager/CPD leader. Please make sure their email address is clear on the booking form.
- Course fees are due within 30 calendar days of the invoice date. Interest will be charged on outstanding balances after this deadline.
- Payment must be made in full by BACs or cheque; bank details and the relevant postal address will be on the invoice.

3. Cancellations and amendments

- Requests for cancellations/transfers must be made in writing by post or by email. Cancellations will be subject to the following fees:

Calendar days' notice before the course start date	Refund applicable
28 calendar days or more	20% of the course fee
15-28 calendar days (inclusive)	50% of the course fee
Between 1 and 14 calendar days (inclusive)	No refund applicable

- If the delegate fails to attend the course, the full course fees are payable.
- Where an individual named on the booking form cannot attend, the substitution of another delegate is acceptable at any time with no additional cost.
- In the event of there being insufficient numbers booked onto a course SolveD reserves the right to cancel or postpone the course.

- In the event of cancellation of a course by Solve Education, every effort will be made to inform all participants several days before the course is due to take place, although please be aware that this is not always possible.
- SolveD shall not accept liability for any consequential loss arising from cancellation and shall have no liability to reimburse any other costs that may have been incurred, including supply costs.

4. Course content & Provision

- The course programme is correct at the time of publication but SolveD reserves the right to change the venue and/or content should unforeseen circumstances arise. It shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including supply costs.
- Course materials are supplied only for each delegate's personal use. Solve Education remains the owner of all intellectual property in course materials. No part of the materials may be copied or reproduced without our permission
- Mid – morning refreshments will be provided on all half day courses. A buffet lunch is provided on full day courses. The cost is included in the course fee. Any special dietary requirements need to be notified.