



WORKSHOP TERMS AND CONDITIONS

Cancellation Policy & Payment

If for any reason you have to cancel your place on the course, please provide your tutor with at least 10 working days written notice.

If you wish to cancel your place and provide at least 14 days' written notice, 50% of the remaining course fee will be refunded. Deposits are non-refundable unless you give Rossiter System 14 days' notice in writing, from the date of booking with them.

Course fees for cancellations within 14 days of the course date will not be refunded or transferred.

If you do not turn up on the day or you cancel your attendance on the course day and/ or have given no written notice that you will not be attending the course, then the full course fee is non-refundable and non-transferable.

If you have/have not paid your final balance by previous arrangement with the tutor and do not arrive for the course, you will still be held liable for payment of the full/remaining course payment.

We cannot accept responsibility for students' changes to work commitments, illness or personal circumstances within this 14-day period and will not transfer or refund fees.

If a course is cancelled due to low numbers or for reasons beyond our control, we will endeavor to transfer you to another course date with the same tutor, if you chose not to transfer to an alternative date then the deposit will remain non-refundable and 50% of the course fee will be non-refundable.

Should circumstances mean that you have to cancel your course and are unable to transfer your booking to another date at the time of cancellation, the following charges will apply:

- More than four weeks prior to the course start date – no charge
- Two to four weeks prior to the course – 50% of the course fee
- Less than two weeks prior to the course – full fee.
- NB. Cancellation or transfer must be made in writing and received by the due date.



Non-attendance

If you do not attend a course, and you have not previously informed us, the full course fee remains payable.

Late arrivals/missed sessions

If you arrive late for a course or are absent from any session, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skill in the time remaining. In all such cases, the full course fee remains payable.

By booking your place on this course you agree to the terms and conditions above. We very much look forward to meeting you and if you have any questions about your course please do not hesitate to contact me.