

PROGRAMME BOOKING - TERMS AND CONDITIONS

1. Payment terms

Payment must be received to secure your place on the programme. Payment may be by cheque (payable to Accomplice) and sent to the address below or direct payment to Accomplice (Sort Code: 089299 Account Number: 69326547) quoting the reference number on the invoice.

2. Cancellations, transfers and non-attendance

All cancellations and requests to transfer must be made in writing to the Events Registrar, Penny Prior either by email topennyprior@accomplice.uk.com, letter (to the address below) or fax on 01949 829235. We will acknowledge your cancellation or request in writing.

2.1 Transfers

2.1.1 Non-residential courses

- There is no charge for transferring to an alternative course date, provided the request is received 31 or more days before the start of the course that was originally booked. One free transfer can be made, after which there will be a £100.00 administration charge for each further request.
- Requests to transfer received 15-30 days before the start of the course will be subject to a transfer fee of 20 per cent of the course fees.
- Requests to transfer received 0-14 days before the start of the course will be subject to a transfer fee of 30 per cent of the course fees.

2.1.2 Residential courses

- There is no charge for transferring to an alternative course date, provided the request is received 43 or more days before the start of the course that was originally booked. One free transfer can be made, after which there will be a £100.00 administration charge for each further request.
- Requests to transfer to an alternative course date received 29-42 days before the start of the course will be charged a transfer fee of 20 per cent of the course fees.
- Where the request to transfer is received 0-28 days before the start of the course, a transfer fee of 30 per cent is payable.

2.2 Cancellations

2.2.1 Non-residential courses

There is no charge for cancellations received 61 or more days before the start of the

course.

- Cancellations received 29-60 days before the start of the course are subject to a cancellation fee of 25 per cent of the course fees.
- Cancellations received 15-28 days before the start of the course are subject to a cancellation fee of 50 per cent of the course fees.
- Cancellations received 0-14 days before the start of the course are subject to a cancellation fee of 100 per cent of the course fees.
- If the participant fails to attend the course, the full course fees are payable.

2.2.2 Residential courses

There is no charge for cancellations received 61 or more days before the start of the course.

- Cancellations received 29-60 days before the start of the course are subject to a cancellation fee of 25 per cent of the course fees.
- Cancellations received 15-28 days before the start of the course are subject to a cancellation fee of 50 per cent of the course fees.
- Cancellations received 0-14 days before the start of the course are subject to a cancellation fee of 100 per cent of the course fees.
- If the participant fails to attend the course, the full course fees are payable.

We reserve the right to cancel a programme at any time and offer an alternative date, offering a credit or a refund without any liability for consequential or indirect loss.

Programmes are correct at the time of going to print. However, alterations may occasionally be necessary due to circumstances beyond our control. Views expressed by course and personal tutors as well as coaches are their own. We do not accept any liability for advice given or views expressed by them or in any notes or documentation provided to course delegates.

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Biocity Nottingham, Pennyfoot Street, Nottingham NG13 8NH
0194-982-9234 www.accomplice.uk.com