

## **CEDR Training - Payment and Cancellation Policy**

### **1. Confirmed Bookings**

- 1.1 Full payment is required in order to secure a place on any course. Payments can be made by credit card or bank transfer.
- 1.2 Upon receipt of full payment, CEDR will issue formal confirmation that a Confirmed Booking has been made and you have a secure place on the course.
- 1.3 Full payment will be required at the time of booking if there is under 30 days before the start of the course.

### **2. Provisional Bookings**

- 2.1 Provisional Bookings will only be accepted if made more than 30 days before the first day of the course.
- 2.2 You will receive an invoice upon receipt of a Provisional Booking. Invoice payment terms are 30 days from date of invoice or 30 days prior to the course, whichever is soonest. Your booking is not confirmed until payment has been received in full.
- 2.3 If you hold a Provisional Booking on a course which then becomes full, CEDR may, at the discretion of the Client Relationship Manager, offer you a period of no more than 5 working days to confirm your booking by making full payment.
- 2.4 If payment is not made within this 5 working day period, the place will be reallocated, and you will be notified in writing.
- 2.5 In the event that you wish to either cancel or amend a Provisional or a Confirmed Booking, the cancellation and transfer terms set out below will apply.

### **3. Cancellation / transfer terms**

- 3.1 Participants are urged to give priority to CEDR training days and not to cancel or transfer dates. The course involves a significant amount of group activity and the number and composition of these groups, the provision of course materials and the opportunity for other participants to obtain maximum benefit from a variety of situations is seriously affected by cancellations and transfers, particularly when they are at short notice.
- 3.2 All cancellations and transfers to bookings of courses must be submitted in writing. Charges will apply as follows:
  - o If a booking is cancelled or transferred more than 90 days prior to the course commencing, there will be a charge of £250+VAT to cover CEDR's administration costs.
  - o If a booking is cancelled or transferred between 89 and 60 days prior to the course commencing, 25% of the course fee + VAT will be due and payable.

- If a booking is cancelled or transferred between 59 and 30 days prior to the course commencing, 50% of the course fee + VAT will be payable.
  - If a booking is cancelled or transferred less than 30 days prior to the course commencing, 100% of the course fee + VAT will be due and payable.
- 3.3 Any of the above charges may be waived by CEDR at its discretion and, in particular, a full or partial refund, less an administration charge of £250, may be given where CEDR has been able to secure a replacement participant for the course.
- 3.4 When transferring to a future course, any of the above charges may be waived by CEDR at its discretion where CEDR has been able to secure a full paying replacement participant for the course.
- 3.5 Participants are only permitted to transfer course dates once. If a transferred booking is subsequently cancelled by the participant, the above cancellation terms will apply to the original booking.
- 3.6 In the unlikely event of cancellation of a course by CEDR, or alteration by CEDR of the timing, date, or location of a course, in such a way as precludes attendance, a full refund will be offered but any further liability disclaimed.

#### 4. **Alteration of course fee**

- 4.1 CEDR reserves the right to alter the course fee at any time before any payment is made.

#### 5. **Consumer protection**

- 5.1 Individuals who wish to make bookings for purposes which are wholly or mainly outside their trade, business, craft or profession, rather than in their business capacity, are entitled to additional protection under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. In particular, they have right to cancel any booking within 14 days without having to give any reason.
- 5.2 If you believe that you may fall into the category of a consumer for these purposes, please advise CEDR at the time of your booking so that we can provide you with the appropriate information about your consumer rights.