

ACCEPTANCE OF BOOKING AND INVOICING

Advocacy Focus has the right to not accept a booking. A booking should only be deemed to be accepted when Advocacy Focus issues a confirmation email and invoice in respect of the booking.

COURSE FEE AND PAYMENT

Unless otherwise agreed, the fee to attend a course must be paid in full before the date of the course.

Advocacy Focus has the right to refuse an attendee entry to the presentation if the course fee is not paid before the date of the course.

CANCELLATIONS

The customer must advise Advocacy Focus of a cancellation in writing.

If a customer does not advise of a cancellation in writing before the date of the course presentation, the full course fee will be payable.

If a customer cancels a booking 14 calendar days or more before the date of the course, 20% of the course fee will still be payable.

If a customer cancels a booking less than 14 calendar days before the date of the course, 100% of the course fee will be payable.

POSTPONEMENTS

The customer must advise Advocacy Focus in writing if a postponement is required.

If a customer does not advise of a postponement requirement in writing before the original date of the course presentation, the full course fee will be payable.

If a customer informs Advocacy Focus of their postponement requirements 14 calendar days or more before the date of the course presentation, Advocacy Focus will liaise with the customer to identify other suitable dates at no extra cost.

If a customer requests a postponement less than 14 calendar days before the date of the course presentation, Advocacy Focus reserves the right to charge a postponement fee of £50.

TRANSFERS

If a delegate can no longer attend a course date, they can nominate another person to attend the same course date in their place. This will incur no charge.

If a delegate can no longer attend and they advise us less than 14 calendar days before the course date, 100% of the course fee will be payable.

CANCELLATIONS OF PRIVATE COURSES

If the client chooses to cancel an in-house course **7** calendar days or less before the course date, **100%** of the agreed course fee is due, plus any non-refundable expenses or development costs already incurred by the presenter.

If the client chooses to cancel an in-house course **14** calendar days or less before the course date, **50%** of the agreed course fee is due, plus any non-refundable expenses or development costs already incurred by the presenter.

If the client chooses to cancel an in-house course **30** calendar days or less before the course date, **20%** of the agreed course fee is due, plus any non-refundable expenses or development costs already incurred by the presenter.

If the client chooses to cancel an in-house course **more than 60** calendar days before the course date, only non-refundable expenses or development costs already incurred by the presenter are due.

CANCELLATION AND POSTPONEMENT OF PRIVATE COURSES BY ADVOCACY FOCUS

Advocacy Focus has the right to cancel a course presentation after acceptance of delegate registrations. In this event Advocacy Focus will reimburse in full any course fees paid and Advocacy Focus' liability will be limited to the value of the course fees paid.

Advocacy Focus has the right to request the postponement of a course presentation where extenuating circumstances apply (for example, due to ill-health or a bereavement) and an alternative trainer cannot be sourced. In this event, Advocacy Focus will liaise with the customer to find an alternative date for the course presentation. If an alternative date cannot be agreed, Advocacy Focus will cancel the course and reimburse in full the course fees paid by the customer.

INTELLECTUAL PROPERTY RIGHTS

All intellectual property rights in or arising out of or in connection with the course, including any associated Training Materials shall be owned by Advocacy Focus.

No reproductions, scans or copies (wholly or in part) shall be made of the Training Material without the prior written consent of Advocacy Focus.

