

Course Booking Information & Terms and Conditions

1. Before you book

- a) Make sure you have funding approval before you book. Once your online booking is completed you are committed to the booking and will be liable for course fees.
- b) Check with your finance/accounts/procurement depts. for payment information e.g. does a purchase order need to be raised? Does your Trust operate through Shared Business Services?
- c) Once you have approval and all the invoicing/payment information go to the online booking system to book your place. The online booking needs to be completed for a place to be secured.

2. Payment

- d) Payment in full must be received prior to the course. Exceptions may be made for late bookings.
- e) Payment can be made by BACs, Cheque and Credit Card (via Stripe).
- f) The courses are being run by RDF Professional Development Ltd.

3. Online Booking System

- g) All course bookings are done through the Online Booking System
- h) Confirmation of your course booking is sent immediately to the email address supplied in your booking details. If you have not received this, please check your spam/junk email folders. If you still have not received the confirmation email, please email: info@rdforum.org.uk and we will re-send this to you.
- i) Please check you have received confirmation for course date/location you wanted to book.

4. Pre course information & final reminder

Any pre-course information will be sent to you by email approximately two weeks prior to the course date.

5. At the course

- j) The course fee includes a course workbook, light lunch and refreshments.
- k) Accommodation is not included.
- l) Dress code for all courses is smart casual.
- m) Mobile phones should be switched off or to silent. Urgent messages can be checked during the breaks.

6. Delegate Cancellations/Changes

- n) Cancellations will be accepted up to 4 weeks prior to the course and must be sent by email/fax.
- o) An administration fee of £30 will be charged for all cancellations.
- p) No refunds will be given for cancellations within 4 weeks of the course date.
- q) Substitute delegates will be accepted at any time. Please email with details of the original booking and details of the new delegate including any dietary needs if necessary.
- r) We discourage the transfer of delegates to a different course. Exceptions will be made for those who are unable to attend due to sickness when a sick note will be required. Only one transfer in the same calendar year is permitted.

7. Course Cancellations/Changes

- s) RDF Professional Development Ltd reserves the right to change the programme, venue or trainers if necessary.
- t) In the event of a cancellation, RDF Professional Development Ltd will give you 15 days' notice when a full refund will be offered without liability for any consequential or indirect loss. We will try wherever possible to offer an alternative date/location.