



TERMS AND CONDITIONS: COURSES AND EVENTS

Please read the Terms and Conditions carefully before you book a course or event with the Dartmoor TSA. Please note that by making a booking, you agree to be bound by these Terms. On occasions we use other training providers to deliver some of our courses. The Dartmoor TSA's Terms and Conditions will apply to these, not the training providers' own Terms and Conditions.

YOUR BOOKING

The person making the booking must possess the legal capacity and authority to enter into a binding contract. You enter the contract on behalf of your school/college (which is the contracting party) and you accept that you have procured that the relevant Terms are complied with by your delegates attending the course.

To make a booking, you can contact us in several ways: directly over the telephone, by email, or through our website.

All booking requests are offers and are subject to acceptance by us. We will then send/email confirmation of your booking. A full VAT invoice will be sent to your school/college Finance Officer. If any of the details are not correct please tell us immediately. This confirmation email will also contain a copy or link to our full terms and conditions, by virtue of your booking, you are deemed to accept.

COSTS AND PAYMENT

The cost of courses are as advertised on our website and published brochures and flyers. These cost exclude VAT. Cost may change without prior notice, but changes will not affect bookings which have already been made.

Payment in full is required at least one week prior to the start of the course or within 30 days from the date of your invoice, whichever is the earlier/sooner.

Venue directions and programme details are normally dispatched two weeks before the date of the course directly to the delegate. We recommend that you do not book travel tickets/accommodation or confirm your transport arrangements to the event until these final details have been received in writing, by email. Travel costs will not be refunded in the

event of cancellation if purchased prior to our final venue confirmation being received. If you do not receive your final details please contact us before attending the course as details may have changed from those advertised.

CANCELLATION POLICY

If it is necessary to cancel a course due to unforeseen circumstances, after the final confirmation detail have been issued, we will offer a suitable alternative or provide a full refund if this is not possible. Refunds will not be made for any travel expense claims made where our final venue confirmation has not been issued. We strongly advise that travel is not booked until you have this final confirmation to avoid any out of pocket expenses being incurred.

We reserve the right to cancel your booking at any time before the final confirmation contract is formed. If we do, we will offer you either a full refund or a transfer to another course.

If you wish to cancel your booking please notify us in writing or by email as soon as possible. The full cost of the booking is payable if you do not cancel your booking and do not attend the course. To cover the cost of processing your cancellation and to compensate us for the risk that we may not be able to resell your place, we make a cancellation charge on the scale shown below. Please note – no refunds (including travel) will be given if you are unable to attend due to circumstances beyond our control (see below *)

More than 41 days to date of event	Between 40-26 days to date of event	25 days or less to date of event
Full refund available	50% refund available	No refund available
NB Days are calendar days. Where an event has multiple days the first day counts as the start of the event.		

***Important note – events beyond our control.**

We will not be liable or responsible for any failure to perform, or delay in performing of, any of our obligations, due to events outside of our control ('Force Majeure Event')

Events beyond our control include: civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks – epidemic, pandemic, technical

problems with transport, railways or other means of public transport, your or family illnesses, bereavements, actual or potential weather conditions and any other similar events, non-happening due to the inability of any presenter to deliver the workshop due to illness or injury in circumstances in which he/she cannot be replaced.

Our performance under any contract is deemed to be suspended for the period that the Force Majeure event continues. We will use our reasonable endeavours to find a solution by which our obligation under the contract may be performed despite the Force Majeure event. This means we will postpone the course to another date if this is possible and offer you places at the postponed course.

TRANSFERRING COURSES

You may transfer from one course to another by requesting such a transfer in writing by email at least 2 weeks prior to the original course taking place. Transfers can take place at any time up to 2 weeks prior to the original course taking place. We do not charge for transfers.

CHANGES TO CONTENT

We hope that we will not have to make any change to your event but, because they are planned months in advance, we sometimes do need to make changes and amendments. We reserve the right to amend course content and/or course speakers at any time.

If you have already booked, we will let you know as soon as we can. If you want to change any details of your booking we will do our best to help but would normally be unable to change the booking within 2 weeks of the date of event. If you transfer your booking to another person they must comply with all the terms of the existing booking.

COMPLAINTS

If you have a complaint whilst attending a Dartmoor TSA course, please notify our representative at the event who will endeavour to assist you and use his/her reasonable efforts to resolve the problem immediately. If you are still not satisfied, or there is any other aspect you are not happy with, you must write to the Director of the Dartmoor TSA at the address given in your correspondence. Please submit any complaint within 28 days of the course and allow sufficient time for us to investigate this before responding.

The Terms take effect from 1st June 2016