

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. Course materials (if required) will be posted to you for arrival prior to the course start date for our virtual training courses.

5. At the course

- j) The course fee includes course materials.
- k) Mobile phones should be switched off or to silent. Urgent messages can be checked during the breaks.

6. Delegate Cancellations/Changes

- l) Cancellations will be accepted up to 4 weeks prior to the course and must be sent by email/fax.
- m) An administration fee of £30 will be charged for all cancellations.
- n) No refunds will be given for cancellations within 4 weeks of the course date.
- o) 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.
- p) 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

- q) RDF Professional Development Ltd reserves the right to change the programme, venue or trainers if necessary.
- r) 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.