



Booking Terms and Conditions

1. Once a booking has been made and confirmed this is a commitment to pay for attendance on the course and is subject to the cancellation conditions stated below.
2. Payment will be required within the specified terms on the booking invoice and access to the course may be denied unless full payment has been received before the course start date.
3. Bookings made within 2 working days prior to the start of the course will incur a late booking charge of £30.00. This charge can be waived at the discretion of The Director of the Teaching School.

Cancellations

4. All cancellations should be in writing by email to courses@george-spencer.notts.sch.uk
5. Name changes are permitted without charge 2 working days prior to the start of the course.
6. In the event of a cancellation of a confirmed booking or non-arrival by a delegate no refund will be given. *Inability to attend due to illness, personal or professional commitments does not automatically waive this but in all such cases consideration will be given to the circumstances and we will take such action as we consider fair and reasonable. (We may for example ask to see medical certificates).*
7. George Spencer Teaching School Alliance hopes never to cancel a course however if this happens we will tell you why and offer to place you as priority on the next available training, or if you prefer give you full refund of payments received.

Partial attendance

8. If a delegate decides to withdraw part way through a course the balance of the fee paid is transferable to an alternative course. No refunds will be given.
9. Exceptionally if a delegate is advised to withdraw from the course by the course leaders an appropriate refund, based on the point of withdrawal from the course, will be made.

Complaints

10. Any complaints should be sent to the Director of Partnership and Outreach Mr R Metters
rmetters@satrust.com