

Terms & Conditions

After booking a place on an Advisory Service Kent course delegates should expect to receive the following:

Confirmation of the booking and detail if a place has been allocated to you.

If delegates do not receive a booking confirmation at least two weeks prior to the date of the event, they should contact the Training and Development Team on 01622 203800. This is important because in the event of booking confirmation not being received (for example, due to being lost in the post); the charging terms and conditions still apply.

Please note that places are registered on a first-come, first-served basis. Wherever possible, please apply at least 6 weeks before the course is due to take place, since decisions on viability of running the course will be taken at this point.

The course fee will include the following:

- a place on the training course;
- copies of resources and materials used on the course (on occasion a specific publication or piece of ICT software may be included in the course fee - this will be clearly advertised in the course outline);
- refreshments on arrival and during breaks in the course;
- lunch on full day courses.

Advisory Service Kent cannot guarantee to run a course if there are less than 6 delegates booked onto it. In the event that a course has to be cancelled due to low delegate numbers, the Advisory Service Kent will endeavour to give a minimum of 10 working days notice of cancellation. This notice period will apply to all course cancellations.

Every attempt will be made to provide the courses in the form described in the course outline. In the event that there are significant changes (for example, date or venue) delegates will be notified in writing of the changes.

It is essential that the Training and Development Team is made aware of your intention to attend any course, **including those offered free of charge**. Failure to do so could result in any of the following:

- you will not receive pre-course information or details of alterations in content, timing or venue;
- insufficient lunches will be provided for full day courses;
- the training room may not be adequate for the number of delegates, which could have health and safety implications;
- insufficient training resources/materials will be available for all delegates.

Advisory Service Kent reserves the right to prevent delegate(s) from taking part in a course for which they have not booked place(s).

All cancellations of course bookings must be made in writing, this may be in the form of an e-mail, fax or letter; a phone call will not be accepted as a means of cancellation. All bookings will remain on our system until written confirmation is received.

Our Cancellation Policy applies to any delegates not attending/who do not arrive for a course for which a place has been booked.

In the event that a course is over subscribed, the Advisory Service Kent will place delegates on a waiting list and wherever possible - provided delegate numbers are sufficient, the course leader is available and a training venue can be found - will endeavour to run a repeat course.

Repeat courses and new courses will be advertised during the year. Course flyers will be used to market such courses. The website will also be used to publicise additional courses.

Invoices will be raised monthly in arrears. The payment terms and options are detailed on the invoices.
