

CEDR Training - Payment and Cancellation Terms

1. Confirmed bookings

- 1.1 Full payment is required in order to secure a place on any course. Payments can be made by credit card, cheque or bank transfer.
- 1.2 Upon receipt of full payment, CEDR will issue formal confirmation that a confirmed booking has been made and you have a secure place on the course.

2. Provisional bookings

- 2.1 Alternatively, if you wish to make a provisional booking on a course which is more than 30 days in the future, you may do so by paying a deposit of £1,000+VAT. Upon receipt of this amount, CEDR will add your name to our "waiting list" and will grant you access to the online portal so that you may start your pre-course preparatory reading. However, your place on the course will not be confirmed until full payment of the course fee has been made and had copies of course materials will not be sent until full payment has been made.
- 2.2 A provisional booking will secure your place in the queue ahead of those who make provisional bookings after you. However, any confirmed booking will take priority over a provisional booking. Should the situation arise where the number of confirmed bookings on the course means that a participant with a provisional booking is at risk of not being able to attend the course, CEDR may, at the discretion of the course manager, offer you a period of no more than 5 working days to upgrade your booking by paying the remaining balance due.
- 2.3 In the event that you wish to either cancel or amend a provisional booking, the cancellation and transfer terms set out below will apply.

3. Cancellation / transfer terms

- 3.1 Delegates are urged to give priority to CEDR training days and not to cancel or transfer dates. The course involves a significant amount of group activity and the number and composition of these groups, the provision of course materials and the opportunity for other delegates to obtain maximum benefit from a variety of situations is seriously affected by cancellations and transfers, particularly when they are at short notice.
- 3.2 All cancellations to bookings of courses must be submitted in writing. Cancellation charges will apply as follows:
 - If a booking is cancelled more than 90 days prior to the course commencing, there will be a charge of £250+VAT to cover CEDR's administration costs.

- If a booking is cancelled between 89 and 60 days prior to the course commencing, 25% of the course fee + VAT will be due and payable
 - If a booking is cancelled between 59 and 30 days prior to the course commencing, 50% of the course fee + VAT will be payable
 - If a booking is cancelled less than 30 days prior to the course commencing, 100% of the course fee + VAT will be due and payable.
- 3.3 Any of the above charges may be waived by CEDR at its discretion and, in particular, a full or partial refund, less an administration charge of £250, may be given where CEDR has been able to secure a replacement participant for the course.
- 3.4 In the unlikely event of cancellation of a course by CEDR, or alteration by CEDR of the timing, date or location of a course, in such a way as precludes attendance, a full refund will be offered but any further liability disclaimed.
- 4. Alteration of course fee**
- 4.1 CEDR reserves the right to alter the course fee at any time before any payment is made
- 5. Consumer protection**
- 5.1 Individuals who wish to make bookings for purposes which are wholly or mainly outside their trade, business, craft or profession, rather than in their business capacity, are entitled to additional protection under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. In particular, they have right to cancel any booking within 14 days without having to give any reason.
- 5.2 If you believe that you may fall into the category of a consumer for these purposes, please advise CEDR at the time of your booking so that we can provide you with the appropriate information about your consumer rights.