

Cancellation, Substitution & Refund Policy

- All cancellations and substitutions must be submitted **in writing**.
- Cancellations made **30 or more days before the event** are eligible for a **50% refund** of the total fee paid.
- Cancellations made **within 30 days of the event** are **non-refundable**, and the **full fee is payable**.
- **Transfers to other events or courses are not permitted**.

Substitutions

- Substitute participants are allowed **free of charge**.
- Notification of a substitution must be received **at least 24 hours before the event**.

Payment Terms

- Payment is due **within 30 days of the invoice date**.
- For bookings made **within 14 days of the event**, **immediate payment** is required.
- If payment is not received by the event date, Redcliffe Training reserves the right to deny access.

All delegates are solely responsible for their flight, transport and accommodation arrangements and costs. In the unlikely event Redcliffe Training Associates Ltd should cancel an event it will not be responsible for any costs incurred by a delegate's attendance. Redcliffe Training Associates Ltd therefore recommends that clients purchase fully refundable air tickets and accommodation.

Redcliffe Training Associates Ltd will always work with its clients to find a suitable solution in these instances.

If Redcliffe Training Associates Ltd must cancel the event, our liability is limited to the **refund of the event fee only**.

In the event that it is necessary for us to instruct solicitors or other debt collectors to take action to recover the outstanding debt, you agree to indemnify us in respect of all costs incurred in this respect. You also agree to submit to the exclusive jurisdiction of the English courts relating to any dispute arising from this contract.

Copyright & Use of Materials

The recording of the event by means of taping, video or any other form is not permitted. You agree to use the supplied materials for the confirmed participant(s) only and you will not disseminate the supplied materials throughout your firm or to any other external third party / intranet. The sharing, swapping and exchanging of logins to enable multiple participants is not permitted. Failure to comply with these terms may result in legal action. All confirmed business transacted with Redcliffe Training Associates constitutes an agreement that you do not initiate or in any way pursue business opportunities with any member of Redcliffe Training Associates' staff or trainers, be they salaried or sub-contracted, independent from Redcliffe Training Associates.