

Booking Information

On receipt of your booking, you will be sent an acknowledgement and a VAT invoice. The course fee must be paid, in full, within 30 days of invoice date and no later than 15 days prior to the start of the course. Your place is not guaranteed until payment has been received.

Acceptance of a booking constitutes a liability for the relevant course fee or cancellation fee and is subject to HSL's standard conditions of business, a copy of which is available on request.

We can accept payment either by cheque or BACS. Our BACS details are available on request and shown on our invoice.

Approximately two weeks before the course you will receive registration details. If you have not received these five days before the course please telephone 01298 218806.

If you need to cancel

We understand that changes in circumstances mean that it is not always possible for an individual booked on a course to attend. Cancellations can cause us problems and are therefore subject to the following conditions.

- If you cancel a course booking more than 15 days before the date of the course we will make a charge of **20%** of the course fee plus VAT. This will be payable by you or deducted from any refund of fees due.
- If you cancel a course booking within 15 days before the course date, or if the delegate fails to arrive, the **full fee** will remain payable and no refund of fees already paid will be made.
- An alternative delegate may be substituted at any time prior to the start of the course.

Transferring to another course

Requests to transfer to a later course more than 15 days before the date of the course will be subject to a **20%** charge. Requests for transfers less than 15 days before the date of the course may be subject to **full payment of fees**. If the transferred place is subsequently cancelled, or the delegate fails to attend the course, no refund will be made.

If we need to cancel

We know that the cancellation of a course by us causes inconvenience and we therefore make every endeavour to run published programmes. However, we reserve the right to cancel the course at any time without liability. In this circumstance, delegates will be offered an alternative date, a credit note or a full refund.

Discounts and Special Offers

Discounts may be available for multiple bookings and special offers are available from time to time. For details please telephone us or check our website.