

BOOKING TERMS AND CONDITIONS

Courses

1. Payment terms

Payment must be received before the start of the course or within 30 days of invoice date, whichever is the sooner. International bookings will not be confirmed until payment has been received.

We accept payment by direct credit, cheque or selected credit/debit cards.

Fees valid for bookings received before 31 Dec 2011.

Visa refusal refund policy

The following policy applies to course bookings where the candidate requires a student visa in order to enter the UK.

If you are booking for a course and are travelling from a country outside the EEA (European Economic Area) you will require a student visa in order to gain entry to the UK.

You can find out more at www.ukvisas.gov.uk

Please allow sufficient time before the start of your course for your visa application procedure. If you are refused a visa we will provide a full refund of course fees. In order to make the refund we will require a copy of your visa application and your notification of rejection for your visa. Where we are informed of a visa application refusal less than 29 days before the start of the programme, you will incur a £300 administration fee.

2. Cancellations, transfers and non-attendance

All cancellations and requests to transfer must be made in writing to the events registrar either by email (eventsregistrar@cipd.co.uk), letter or fax on 020 8612 6229, and will be acknowledged in writing.

2.1 Transfers

2.1.1 Non-residential courses

- There is no charge for transferring to an alternative course date, provided the request is received 31 or more days before the start of the course. One free transfer can be made after which there will be a £100.00 administration charge for each further request.

- Requests to transfer received 15-30 days before the start of the course will be subject to a transfer fee of 20 per cent of the course fees.

- Requests to transfer received 0-14 days before the start of the course will be subject to a transfer fee of 30 per cent of the course fees.

2.1.2 Residential courses

- There is no charge for transferring to an alternative course date, provided the request is received 43 or more days before the start of the course. One free transfer can be made after which there will be a £100.00 administration charge for each further request.
- Requests to transfer to an alternative course date received 29-42 days before the start of the course will be charged a transfer fee of 20 per cent of the course fees.
- Where the request to transfer is received 0-28 days before the start of the course, a transfer fee of 30 per cent is payable.

2.2 Cancellations

2.2.1 Non-residential courses

- There is no charge for cancellations received 61 or more days before the start of the course.
- Cancellations received 29-60 days before the start of the course are subject to a cancellation fee of 25 per cent of the course fees.
- Cancellations received 15-28 days before the start of the course are subject to a cancellation fee of 50 per cent of the course fees.
- Cancellations received 0-14 days before the start of the course are subject to a cancellation fee of 100 per cent of the course fees.
- If the participant fails to attend the course, the full course fees are payable.
- If the participant has previously transferred from an alternative course date and then subsequently cancels from the new course date then the cancellation fee charged will revert to the balance of those applicable at the time of the original transfer.

2.2.2 Residential courses

- There is no charge for cancellations received 61 or more days before the start of the course.
- Cancellations received 29-60 days before the start of the course are subject to a cancellation fee of 25 per cent of the course fees.
- Cancellations received 15-28 days before the start of the course are subject to a cancellation fee of 50 per cent of the course fees.
- Cancellations received 0-14 days before the start of the course are subject to a cancellation fee of 100 per cent of the course fees.
- If the participant fails to attend the course, the full course fees are payable.
- If the participant has previously transferred from an alternative course date and then subsequently cancels from the new course date then the cancellation fee charged will revert to the balance of those applicable at the time of the original transfer.

We reserve the right to cancel a course or qualification programme at any time and offer an alternative date, a credit or a refund without any liability for consequential or indirect loss. Programmes are correct at the time of going to print. However, alterations may occasionally be necessary due to circumstances beyond our control.

Views expressed by course and personal tutors are their own. CIPD Enterprises do not accept any liability for advice given or views expressed by them or in any notes or documentation provided to course delegates or qualification students.

Please note that for promotional purposes, there may be a professional photographer and video production taking place at the course/qualification programme.

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