

## TERMS AND CONDITIONS OF BOOKING COURSES

NOVEMBER 2023

### Course bookings

Please note that places on Therapy Links UK CIC training courses are limited. We will treat all bookings strictly in date-received order, your place is not confirmed until full payment has been received. If a course is full, we will contact you to offer a place on the next available course, or place you on a waiting list, if appropriate.

All courses can be booked via our website at [www.therapy-links.co.uk/training](http://www.therapy-links.co.uk/training). If an organisation requires an invoice to be sent, this must be requested via email with an application form attached – emails should be sent to [info@therapy-links.co.uk](mailto:info@therapy-links.co.uk) with the name of the training course as the title of the email. Please note, all places booked via invoice, rather than via our website, will incur a £10 admin fee per participant / delegate.

We aim to send confirmation letter with directions and timings within 28 days of receiving your booking.

At the time of booking it is essential that you fill in the application forms fully, indicating full names, contact details, job role (if applicable) and any special adaptation required, including dietary requirements. One application form should be filled in per course applicant.

In cases where the application form specifies that the training is only for participants from particular professional groups and an applicant is *not* from those identified groups, their place will be cancelled and their fee reimbursed, less a 5% processing fee.

### Cancellations/transfers to other courses

All cancellations must be in writing. All cancellations and transfers will incur a 5% processing fee – this is due to the fees that are charged by Therapy Links UK's card processing company, and the administration time taken to process the refund.

If less than 3 weeks' notice is given, the full course fee will be charged.

You may give your place on a course to a suitable alternative participant at any time before the course commences. We will only charge for this change if the presenting organisation enforces a charge on us. We will then send you an application form for the new participant to fill in so we have all their relevant details.

Once the course has begun, no transfer of place is permitted.

Failure to attend a reserved course will not entitle the participant to a refund or a transfer.



Therapy Links UK reserves the right to cancel a course at any time without liability. Should this occur, delegates will be given as much notice as possible and will be offered an alternative date, a different course, or a refund. Therapy Links UK will not be responsible for reimbursing travel or accommodation.