

Booking Terms and Conditions

John Taylor Training (JTT) is committed to the safeguarding and promotion of welfare of all children, young people, and vulnerable adults. All staff; volunteers and visitors are expected to share this commitment.

Course Fees

Organisations booking training courses are requested to pay the fee within 30 days of the date of the invoice.

Late Payment

The John Taylor Teaching School Hub and Staffordshire Research School reserves the right to charge late payment interest on any outstanding invoice at the rate of 10%.

Cancellations by the Delegate & Refunds

Notice given prior to training date	Applicable Fee
➤ 28 or more days' notice	100% refund
➤ 28 to 14 days' notice	50% refund
➤ 14 days or less notice	No refund

Alternative Options

- ✓ Delegates can transfer their booking for an event to another delegate, at no additional cost.
- ✓ Delegates can transfer their booking to a course of the same value and/or use the course fee of the original booking towards a course of a higher value. In this instance, the delegate/delegate's organisation will be invoiced for the shortfall.
- ✓ Only one transfer is permitted per original course booking (e.g. transfer to another delegate or another course).
- ✓ Where a transfer to an alternative course has been made, any subsequent cancellations will be charged at 100% of the course fee.

Alterations or Cancellations by John Taylor Training

On rare occasions, it may be necessary for John Taylor Training to change the content and timing of a course, the facilitator, the date, or the venue. In the unlikely event, the following choices are offered:

- Cancellation at any notice
 - 100% refund offered **or**
 - Transfer to the rearranged CPD **or**
 - Transfer to alternative CPD of the same value

For all bookings, the liability of John Taylor Training shall be limited to the amount of the fee actually paid to JTT by the delegate. For this reason, delegates are encouraged not to book travel or accommodation more than two weeks prior to any course date.

Registration information

Directions to the venue, timings, any resources, prior reading or dietary requirements, as well as any joining instructions for access to remote events will be sent to the delegate's email prior to the event. John Taylor Training will not be responsible for the non-arrival of registration information due to filtering and quarantine restrictions of systems that organisations use. Delegates are reminded to check their filters, quarantine, and email junk files. Any delegate not receiving the registration information by 5 days prior to face to face events, or 24 hours prior to remote events, should contact info@johnTaylorTraining.co.uk or contact the John Taylor Teaching School Hub at 01283 243432.