

Tel: 0330 390 3398

Email: enquiries@crowthermediation.co.uk

www.crowthermediation.co.uk



Booking Terms and Conditions

Important - please read these carefully

On booking, course delegates are deemed to agree to this contract for the provision of training to them by Crowther Mediation.

The training to be provided

In consideration of the payment of the full fee due including VAT (where applicable), Crowther Mediation agrees to provide you with the training on the course stated. This will be to a reasonable standard by members of the Crowther Mediation faculty that is published from time to time on the Crowther Mediation website together with any guest tutors who will be of comparable standard.

The exact composition of the training course faculty used on any course may be varied by Crowther Mediation for a variety of circumstances. Ratios and numbers are not guaranteed although on full courses the ratio of faculty to delegates will normally be 1 to 6 or less. On CPD days, the ratio of faculty to delegates will normally be 1 to 20 or less.

Crowther Mediation does not guarantee that attendance on the course will mean that you will pass the course. You accept that a proportion of delegates may not pass, and whilst Crowther Mediation will use its best endeavours to help you achieve the required standards, ultimately it will depend on your own engagement, aptitude and ability. You agree that you will attend all timetabled hours for the course in order to receive the relevant certificate.

You also accept that all materials are copyright to Crowther Mediation and you will not film or record the course or use or reproduce in full or part any of Crowther Mediation's copyright materials outside of the course.

If you wish to cancel, amend or send a substitute:

Cooling off and late bookings

After you have paid, you will then have a 14 day "cooling off" period when you may cancel your place without loss, unless there are less than 30 days until the course begins – in which case your booking will be deemed a "late booking". "Late bookings" may not be amended or cancelled, however, you may send a substitute subject to payment of an administrative fee of £250 + VAT.

Once the “cooling off” period has expired then you may still (subject to what is written below) cancel, amend or transfer your booking or send a substitute.

Other bookings

Provided there are more than 30 days before the course begins, except in the case of a “late booking” you may cancel by email or in writing, or transfer to another course, or transfer the place to another person, subject to an administrative fee of £250 + VAT being paid. If you have been offered a discount because of your circumstances, then unless the substitute has the same circumstances, the discount will not apply. If you transfer to a more expensive course, you agree to pay the difference in the course fee at the time of transfer.

If there are less than 30 and more than 14 days before the course begins, then you may cancel in which case Crowther Mediation will retain 50% of the fee paid.

If there are less than 30 and more than 14 days before the course begins and you wish to transfer to another course, then you will be required to pay an additional 25% of the course fee.

If there are less than 30 and more than 14 days before the course begins and you send a substitute there will be an administrative charge of £250 + VAT.

If there are less than 14 days before the course begins, where you cancel, or fail to attend for any reason, then you lose the whole of the fee.

If there are less than 14 days before the course begins, and you send a substitute there will be an administrative charge of £250 + VAT.

Crowther Mediation recommends that you check that you have insurance cover for cancellation.

If we cancel or postpone a course:

We reserve the right to cancel or postpone a course if there are insufficient delegate numbers or if a faculty member is ill. Wherever possible we will contact you in advance to tell you we will be cancelling a course, unless an emergency requires us to cancel an event on the day. In the event that we do cancel or postpone a course, we will offer you a place on the next available course. Alternatively, you may ask for a refund. Crowther Mediation will not be responsible for any expenses incurred due to such cancellation. Crowther Mediation recommends that you check that you have insurance cover for cancellation.

In the event of circumstances outside our control, including but not limited to, an act of war, terrorism, fire, flood, public health threat (including Covid-19), weather or natural disaster the course will be cancelled, and the course will be rescheduled, or a credit note issued valid

for 12 months from the date of the cancelled course. No refunds will be given. Crowther Mediation will not be responsible for any expenses incurred due to such cancellation.

In terms of any pandemic, we will follow government guidance at all times. We reserve the right to move any course to an online delivery, subject to there being no impact on accreditation of delegates.

Please do not hesitate to ask us if you do not understand these terms and conditions.