

Terms and conditions for delegates booking courses, events and consultancy

Booking online

Please ensure that all relevant sections are completed before submitting your booking. Online course bookings can be made up to 18 hours before the event takes place.

Confirmed booking – the booking contract

You will receive an e-mail confirmation of your booking with details of the course booked and a unique booking ID. This e-mail will signify that the booking is confirmed upon the basis that you agree to pay all the charges set out in the booking contract. If there are any changes to or cancellation of the booking contract by you, then the relevant cancellation charges will apply in accordance with clause 4 of these conditions. Herts for Learning (HfL) reserves the right to refuse a booking.

Paying for your booking

Our payment terms are 30 days from invoice, we will invoice your school or setting monthly.

Cancellations/amendments to a booking

All notification of cancellations for course bookings must be communicated to the relevant HfL team in writing. These contact details can be found on your course booking confirmation. Email notification of cancellation is preferable.

Cancellation charges will apply as follows for delegate course bookings:

Number of days prior to event	Proportion of total cost for which you are liable
20 to 11 working days notice	10%
10 to 6 days working days notice	30%
5 working days or less notice	100%

If a booking is made within the cancellation period it is subject to the above cancellation charges. Full payment must be made for all courses and events booked and not cancelled, whether or not used (e.g. non-arrivals).

If a booking is made for an event being held at a third party venue (e.g. hotel) it may be subject to additional terms and conditions. Delegates will be notified of any additional terms and conditions at the point of booking.

Termination of the booking

If a booking is cancelled for any reason beyond its control, HfL will accept no liability whatsoever for any loss on your part, and you will not be charged for the course.

Equality and diversity

HfL is committed to providing Equality and Diversity across all its services and among its workforce. Making a booking means that you will agree to these terms and conditions and be responsible for ensuring you are aware of this policy. This includes all the key equality strands of disability, race, religion and belief, sexual orientation and carers.

Terms and conditions for consultancy and support bookings

Cancellation charges will apply as follows for schools wishing to cancel consultancy or support bookings:

Cancellation between 3 weeks and 1 week prior to date of delivery	50% charge
Cancellation within 1 week of date of delivery	100% charge