

Leadership and management programme terms and conditions

1. Definitions

- 1.1. "Booking" means Skills for Care process which is subject to acceptance of these terms.
- 1.2. "Client" means the person, organisation or company which makes a booking.
- 1.3. "Programme" means the programme which is the subject of the Quotation and Booking.
- 1.4. "Skills for Care" means Skills for Care Limited
- 1.5. "Terms" means these booking terms and conditions.
- 1.6. "Participant" means any individual that has been registered to attend the event.

2. Booking and Payment Terms

- 2.1. Each programme page holds details of attendee eligibility and charging information
- 2.2. Before booking onto any programme please, ensure you have read the programme details and content, to ensure the programme meets your needs.
- 2.3. Skills for Care reserve the right not make refunds to Clients who book onto the wrong events in error.
- 2.4. Upon receipt of your registration/booking form and subsequent payment your place(s) will be confirmed.
- 2.5. **Important** – Skills for Care's acceptance of your booking brings into existence a legally binding contract between us on these terms and conditions. Any term sought to be imposed by you in any purchase order or correspondence will not form part of the contract.
- 2.6. Participant fees (including any card processing and/or booking fees applicable) are payable upon booking unless a valid, authorised Purchase Order is provided and accepted.

- 2.7. VAT (at the prevailing rate) will be applied to all financial transactions with the exception of cancellation charges.
- 2.8. For online bookings paid at the time of booking, invoices/receipts will be issued electronically from the booking website on completion of the booking.
- 2.9. For bookings accepted with purchase orders, invoices will be sent via post or electronically to the name and address provided on the booking form and must be paid within 30 days of the invoice date.
- 2.10. Payments must be made in pounds Sterling by cheque, credit/debit card or BACS.
- 2.11. Programme places must be paid in full before the first programme date.
- 2.12. If you pay by cheque which is subsequently returned by your bank unpaid, you will be asked to represent payment and you will incur an additional charge of £20 plus VAT to cover our administration costs and bank charges.

3. Programme Attendance

- 3.1. Skills for Care will not be held responsible for last minute speaker/facilitator withdrawals/cancellations or changes.
- 3.2. Skills for Care may photograph or film this event and by making this booking the Client and Participant(s) consent to being photographed on the programme, to filming and sound recording of the programme and consents to the use of such, photographs and/or recordings in any marketing or promotional materials in connection with the programme

4. Cancellation and amendments

- 4.1. All requests for cancellations and/or amendments must be received in writing.
- 4.2. Changes will become effective on the date of written confirmation being received.
- 4.3. Where the cancellation date does not fall within the 30 days preceding the programme start date, the client has 14 days following the date of their booking to receive a full refund of the programme fee, less a £15 admin fee. Any cancellation where this criteria has not been met, including failure to attend the programme, will result in the full programme fee being charged.
- 4.4. In the event of a participant named on the booking form being unable to attend, we will accept substitution of another participant on the condition that written notification of the substitution has been received by us prior to the event date.
- 4.5. In the event of their being insufficient numbers booked onto the event Skills for Care reserves the right to cancel or postpone the event.
- 4.6. In the event of cancellation of an event by Skills for Care, we will endeavour to inform all participants a week before the event is due to take place, although please be aware that this is not always possible. All event fees paid will be reimbursed in full, or the payment will be transferred in full to another Skills for Care event. Skills for Care shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.

5. Event Provisions

- 5.1. Organising and financing any accommodation and travel are the responsibility of the Client and Participants.
- 5.2. Where food and refreshments are to be provided, this will be stated on the event details and the cost included in the price quoted. Any special dietary requirements need to be notified in writing to Skills for Care in advance of the event, as specified in the event details.

6. Force majeure

- 6.1. Skills for Care shall not be liable to refund of fees or for any other penalty should the event be cancelled due to war, fire, strike lock-out, industrial action, tempest, accident, civil disturbance or any other cause whatsoever beyond their control.

7. Entire Agreement

- 7.1. These terms and conditions, together with the current Skills for Care website prices, event details and Skills for Care contact details, set out the whole of our agreement relating to the event.
- 7.2. These terms and conditions cannot be varied except in writing and signed by Skills for Care.
- 7.3. In particular, no terms and conditions incorporated within your purchase order and nothing said by any person on behalf of Skills for Care should be understood as a variation of these terms and conditions or as an authorised representation about the nature or quality of any event organised and delivered by Skills for Care.
- 7.4. These terms shall be governed by and construed in accordance with English Law and the parties agree to submit to the exclusive jurisdiction of the English courts.