

# Terms and Conditions

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## Cancellation policy

Pete Moorhouse Ltd. retains the right to operate cancellation fees. Charges are made to all organisations for late cancellations and non-attendance, unless adequate notice has been given, as outlined in this policy.

### Group Bookings:

If you do need to cancel a booking, please contact me as soon as possible. Any cancellations made more than 4 weeks before the training can be refunded in full, 2 – 4 weeks can be refunded 50%, less than 2 weeks full fees would be due. If accommodation has been booked and cannot be cancelled without cost this will also be due.

### Individuals:

Substitutions will be welcome at any point. If you do need to cancel a booking, please contact me as soon as possible. Any cancellations made more than 3 weeks before the training can be refunded in full, 1 – 3 weeks can be refunded 50%, less than 1 week full fees would be due.

### Maximum numbers:

The quote that we provide will be based on the number of delegates you provide above. The number of delegates that attend an event will greatly change the nature of the training day. We reserve the right to add a surcharge for delegates in excess of the agreed maximum number.

### What's included:

#### What you are required to provide:

- Venue
- Refreshments
- Equipment as required (projector/ screen, flipcharts, pens, paper)

#### What is provided:

- Trainer
- Presentation on laptop/USB
- Handouts – these will be provided electronically for you to print, or we can print them and have them posted to your training address. We charge for the latter option.