



## Terms & Conditions Policy

**Joining Instructions:** Venue information will be made available on the event webpage at least one month before the event. Please also ensure you provide your e-mail address on your booking form so that further details can be sent as needed.

**Cancellations:** If you are unable to attend, cancellations must be made in writing. A charge will apply.

Within 1 to 5 working days 100% of the course cost

Within 6 to 10 working days 90% of the course cost

Within 11 to 15 working days 80% of the course cost

Within 16 to 20 working days 70% of the course cost

These cancellation terms also apply to all last-minute bookings. It is the customer's responsibility to ensure that all travel arrangements and time away from work are agreed and in place prior to making the booking. A substitute delegate is welcome; please advise us by phone or email. Spring Common Academy will not accept liability for any transport disruption or individual transport delays and in such circumstances the normal cancellation restrictions apply. Spring Common Academy reserves the right to cancel the training course with 10 working days' notice and participants will receive a full refund for that event/course.

**Content & Venue:** For reasons beyond the control of the organisers, it may be necessary to alter the course content, timing or venue. Content delivered on the day will reflect the latest information available.

**Payment:** can be made by cheque (payable to Spring Common Academy) or BACS transfer. Your booking will only be secured up Spring Common Academy receiving payment. We have a limited number of places available. Please book early to avoid disappointment. If we have not received full payment 21 days prior to the event, we reserve the right to offer your place to those on the waiting list.

**Getting to the Event:** Spring Common Academy will not accept liability for any transport disruption or individual transport delays and in such circumstances the normal cancellation restrictions apply. All transport costs (including car parking) and any overnight accommodation costs are the delegate's responsibility.

By submitting your application it will be accepted that this booking request has been agreed by the Head Teacher/CPD coordinator/appropriate person of your establishment.

**Delegate details:** Please note that your details entered on the booking form may be shared with the course provider.

**For External Venues only**

**Additional Delegates:** Delegates who wish to attend without prior booking must complete an Additional Delegate Booking Form, which will be made available at the event if places are available on the day. If there are no places left, additional delegates who have not booked may be turned away.

**Substitute Delegates:** Delegate substitution is permitted; all requests must be made in writing (email is acceptable) and will only be administered once full payment has been received for the original delegate place.

**Complaints**

We are delighted to hear from those who use our services and find them helpful. We want to provide the best possible service and we always want to resolve any complaints. We will therefore read/listen carefully to what is said and respond appropriately. We will also learn any lessons that mean we need to change our procedures for the future. Please contact us in the following ways:

**By Post:** Spring Common Academy American Lane Huntingdon Cambs PE29 1TQ

**By Phone:** 01480 377403

**By Email:** [discoverytsa@springcommon.cambs.sch.uk](mailto:discoverytsa@springcommon.cambs.sch.uk)

We will pass your complaint to the person concerned and request them to respond to you initially within five working days. In most cases the complaint will be able to be resolved by the person within that time. However, where the case cannot be resolved within 10 working days, the complaint will be investigated by the course/event organiser and you will hear further from him/her within a further 20 working days. (These turnaround times may be longer over school holidays etc). If you are still dissatisfied with the outcome then the complaint will be referred to the Headteacher who will make the final decision.

Policy agreed on: \_\_\_\_\_

Signed on behalf of DTSA: \_\_\_\_\_

Review Date: \_\_\_\_\_