

# Spirit Release Forum

## Courses and Workshops

### Terms & Conditions 2011/12



1. **Payment:** Payment of all fees due to SRF(Universal) Ltd, hereafter referred to the "Course Organiser" is required in full before the first day of the course. Payment must be made using one of the 'Payment Methods' described on the booking instructions.
2. **Registration:** A delegate will be deemed to be registered on a course when either the deposit money or full fee has been paid and a notification of acceptance been received by the delegate.
3. **Refusal:** The Course Organiser reserves the right to refuse admission to any delegate who has not paid the registration fee before the course starts.
4. **Acceptance:** Once accepted, you are deemed to be personally liable for all fees due.
5. **Course cancellation:** courses are financially self-supporting, and a minimum enrolment is therefore necessary to make each course viable. If, because of low enrolment or any other reason, a course is cancelled then the Course Organiser will make every reasonable effort to give registered delegates as much notice as possible (normally at least 15 working days prior to the due course start-date). The Course Organiser's maximum liability will be limited to a refund of the course up to the amount which it has so far received in respect of a delegate. The Course Organiser will not accept liability for any costs or losses incurred by delegates or organizations which are claimed to have arisen through course cancellation, other than for those stated above. The Course Organiser reserves the right to vary arrangements for the delivery of programmes, such as venue, timings etc, and in such cases will make reasonable efforts to inform delegates in advance.
6. **Course postponement:** Every effort will be made to run the courses on the days and times specified. Unforeseen circumstances, such as sickness may necessitate a change of date for part or all of a course. Delegates will be expected within reason to accommodate such changes. However, in the event of exceptional circumstances preventing a delegate from attending a changed date then a full refund will be given for that part or those parts of the course not attended. No allowance will be given for those part or parts already attended. The Course Organiser will not accept liability for any costs or losses incurred by delegates or organizations which are claimed to have arisen through course postponement, other than for those stated above.
7. **Cancellation of course registration by a delegate:** this should be made in writing or by email to be received as soon as possible. Where notice of cancellation is received 15 or more working days before the course start date a refund may be possible. There is a cancellation fee of £25 of the course fees payable to cover administration costs, and the remaining balance of any fee payments received to date is refundable. If notice of cancellation is received within 14 working days before the course start date, the cancellation fee is 100% of the course fees payable.
8. **Substitution of delegates:** any registered delegate who cannot attend may be replaced by a substitute delegate at any time before or during the course. Registered delegates should contact us as far in advance as possible, giving full details of the substitute who will attend in their place. A completed

registration should be emailed to the Course Organiser. Thereafter, the same terms and conditions will apply to the replacement. Substituting in this manner will normally avoid incurring cancellation fees. However, there will be a £25 Late Substitution Fee if the course Organiser is given five or fewer days' notice. Please note that the delegate who is replaced is responsible for recovering any fees from the substitute him- or herself.

9. **Transfer to an alternative course:** any registered delegate who cannot attend the course which they have booked may apply to attend a later iteration of the same course, or an alternative course offered by the Course Organiser. The delegate should contact the Course Organiser as far in advance as possible, giving full details of both the course from which they are withdrawing and the course which they would like to attend instead. Transferring in this manner will normally avoid incurring cancellation fees. However, there will be a £25 Late Transfer Fee if we are given five or fewer days' notice. Fees already paid can be transferred to the new course, and any outstanding balance (including Late Transfer Fees) must be paid in full before the delegate can be registered on the new course. Delegates may only transfer before the fifteen day start of a course. Thereafter they will be deemed liable for the full fee in accordance with the conditions above.
10. **Removal of a Delegate:** In the interests of all course participants, the organizers reserve the right to enforce the removal of any delegate from the course whose behaviour or demeanour is, in their view, considered unacceptable.
11. **Terms and Conditions:** The Course Organiser reserves the right to vary these Terms and Conditions from time to time and the current version will be that published on its website.
12. Through registering for a course applicants are deemed to have accepted the Terms and Conditions.