

Corporate CPD Workshop Booking & Payment Policy

1. Booking Confirmation

- All workshop dates are offered subject to availability at the time of enquiry.
- To secure your booking, a non-refundable deposit of 25–50% of the total fee is required within 7 days of receiving the booking confirmation.
- The deposit amount will be agreed upon at the time of booking and will be deducted from the final invoice total.

2. Payment Terms

- The remaining balance will be invoiced after the workshop has been delivered unless otherwise agreed in writing.
- Payment terms are 30 days from the invoice date.
- Late payments may incur interest charges at 8% above the Bank of England base rate, plus a fixed late payment fee in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

3. Cancellations & Rescheduling

- **More than 30 days before delivery date:** Deposit retained, no further fees payable.
- **15–30 days before delivery date:** 50% of the total fee payable.
- **14 days or less before delivery date:** 100% of the total fee payable.
- Requests to reschedule must be made in writing. Where possible, we will transfer your deposit to a new date within 6 months, subject to availability.

4. Travel & Additional Costs

- All travel, accommodation, or subsistence costs (if applicable) will be agreed in advance and invoiced either alongside the final balance or separately after delivery.
- If the workshop is delivered virtually, no travel costs will apply.

5. Client Responsibilities

- The client must ensure that the agreed venue (physical or virtual) is suitable for delivery and that any required equipment or facilities are available and operational.
- The client is responsible for ensuring that all attendees are aware of the workshop date, time, and participation requirements.

6. Provider Responsibilities

- We will deliver the agreed workshop to the highest professional standard, ensuring all content is relevant, up-to-date, and tailored to your agreed outcomes.
- We will provide any course materials or resources as agreed in advance.