



## Booking Terms and Conditions:

### General:

- Delegates will be allocated a place once a completed booking form has been received.
- Delegate places on events/training courses will be allocated on a first come first served basis. Completing a booking form does not guarantee a place.
- Telephone bookings are not accepted.

### Acknowledgement / Joining Instructions:

- Delegates will receive an acknowledgement e-mail within two weeks of receipt to confirm that their booking has been received. If this is not received please contact SkyBlu Solutions on 01277 350513
- Joining instructions will be sent approximately 3 weeks prior to the event confirming the running of the course, detailing, date, start/finish times, venue and directions.
- Please contact us if you have not received the joining instructions at least 1 week prior to the event

### Fees:

- Delegate fees are payable in full, by invoice, prior to attendance at any training event.
- Delegate fees contribute towards the costs of administration, the venue, lunch if applicable, trainer expenses and an materials provided by SkyBlu Solutions

- Details of course fees can be obtained on the website at [www.skyblusolutions.com](http://www.skyblusolutions.com)

### Cancellation policy:

#### General

- Whilst every effort is made to ensure that the following does not happen, SkyBlu Solutions reserve the right to: **1.** Cancel any advertised course if minimum numbers are not reached. **2.** Alter the venue of any advertised course.
- Should SkyBlu Solutions cancel an event a full refund will be made.
- Cancellations or postponement can only be accepted in writing.
- Practitioners who are unable to attend may substitute another member of staff
- Should delegates cancel or postpone the following charges apply:-
  - 30 days or more prior to the event – no fee
  - 21-30 days prior to the event – 50 per cent of course fee
  - 15-20 days prior to the event - 75 per cent of course fee
  - 14 days or less (or failure to attend) – 100 per cent of course fee

By booking onto a SkyBlu Solutions event you are agreeing to the above terms and conditions