



## Delegate Booking – Terms and Conditions

### Bookings

All bookings are taken in good faith. It is your responsibility to ensure approval has been sought from the school / establishment to attend the event, the school / establishment agree to meet the event fees as advertised and that we are in receipt of any required Purchase Order Number from your school / establishment.

We shall acknowledge your booking via email. You should receive a final confirmation email, including full joining instructions 10 working days before the event. Please email us if you have not received this information four working days before the event is due to take place.

We recommend that travel or accommodation bookings are not made until final confirmation that the event is taking place has been received. If we need to cancel or postpone the event we will not be held responsible for any costs you may have incurred before receipt of the final confirmation email.

### Cancellations

All cancellations must be made by email to [pdo@endeavourlearning.org](mailto:pdo@endeavourlearning.org)

Cancellations made four weeks or more from the date of the event will incur no charge. Cancellations made less than four weeks before the event date will incur the full fee.

We reserve the right to cancel or postpone an event in any circumstances. If the cancellation or postponement is due to insufficient people booked on an event we will inform you at least seven days prior to the event date. If we cancel or postpone your booking you are entitled to a full refund.

### Delegate Substitution

It is possible to substitute an alternative delegate on to any event at no additional cost, provided that:

- They meet the pre-requisites of the event **and**
- Their completed booking form is received by Endeavour Learning Schools Alliance no later than two working days before the start of the event.

An additional charge may be made for any event materials if they are not transferable from the original delegate.



Failure to attend the event will result in the full cost being incurred. No refund shall be given.

## **Payment**

Payment should be made in advance, within 30 days of being presented with an invoice, or prior to attendance at the event, whichever is soonest. Cleared payment has to be made prior to the event. We reserve the right to cancel the delegate's place if payment is not received by the event date.

## **Special Access Requirements**

It is the responsibility of the party making the booking to notify us of any disability access requirement any delegates may have.

## **Data Protection**

Delegate's details are stored by Endeavour Learning Schools Alliance for the purpose of recording attendance at events and providing internal statistical information. Endeavour Learning Schools Alliance does not share your details with any other organisation.

## **Personal Belongings**

Personal belongings or other items brought with you to any event are at your own risk and Endeavour Learning Schools Alliance accepts no responsibility in relation to their loss or damage, whether at Endeavour Learning Schools Alliance's premises or elsewhere.

## **Parking**

Parking is available at Endeavour Learning Schools Alliance but it is at your own risk. Endeavour Learning Schools Alliance does not accept liability for any accidents, damage or loss incurred.



## **Liability**

Our liability to you under or in relation to your booking and the event (whether arising from an action in contract law, tort (including negligence) or otherwise) shall be limited as follows:

- (a) We shall not be liable to you in respect of any loss of profit, loss of anticipated savings, loss of goodwill or injury to reputation, loss of business opportunity, loss suffered by third parties or any form of indirect, consequential or special loss;
- (b) Our total liability to you shall be limited to the amount of the fee paid by you.

## **Dress Code & Standards of Conduct**

Endeavour Learning Schools Alliance is committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and visitors to share this commitment.

Whilst attending an event that takes place during school hours when students are on site, attendees should be mindful that they dress appropriately.

Smoking (including electronic cigarettes) is not permitted anywhere or at anytime on the Endeavour Learning Schools Alliance site.

## **Refreshments & Catering**

Refreshments and lunch are provided and included in the event fee unless specifically stated at the time of booking.

## **Complaints**

In the unlikely event that a delegate is dissatisfied with their experience or the course does not meet its stated objectives, please email us explaining the issues and we will investigate the matter according to our [Complaints Policy and Procedures](#), which are available on the [ELT website](#).

Any such correspondence should be received no more than seven working days after the event.



## Contact Us

Email [pdo@endeavourlearning.org](mailto:pdo@endeavourlearning.org)

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