

TERMS AND CONDITIONS OF BOOKING

All bookings are subject to the following Terms and Conditions and constitute a legally binding contract under English Law.

1. Terms of Payment

Payment in full must be received no less than 30 days before the course start date. If the booking is made within 30 days of the course start date, full payment will be required at the time of booking. Payment can be made by debit card, credit card (except American Express), online payment or bank transfer - details on the booking form.

CI Business Solutions (CIBS) reserves the right to re-allocate a course place to another delegate or refuse admission if full payment has not been received before the course date.

2. Transfer Fees

If a delegate wishes to transfer a booking to another date, the following sliding scale of charges will apply:

- a. If the transfer is made within a period of 31 to 60 days prior to the course, 10% of the course fees are payable.
- b. If the transfer is made within a period of 30 days of the course, 50% of the course fees are payable. These charges will be applicable each time a transfer of a delegate takes place. If a transfer is then cancelled at any time, the full course fee remains payable.

3. Cancellation Fees:

The Client may cancel the course booking by notifying CIBS in writing by acknowledged email to **business.solutions@colchester.ac.uk** or by recorded post to **CI Business Solutions, Colchester Institute, Sheepen Road, Colchester, Essex, CO3 3LL.**

In all instances there will be a cancellation fee payable on the following sliding scale:

Number of Days' Notice Proportion of Course Fee Payable

0 – 20 Working Days	100%
21 – 30 Working Days	50%
Over 31 working days	10%

If you do not attend the course, and do not inform CIBS via written notification, you will be liable for 100% payment.

4. Delegate Substitutions:

Delegates can be substituted at any time without extra cost, **unless examination entry fees have already been made to an external examination body**, in which event the additional examination fees and in some cases late entry fees will be payable. Any such costs will be chargeable to the client.

5. Cancellation of Courses:

CIBS reserves the right without liability to cancel a course at any time - in which event a full refund of any fees paid will be made. CIBS may arrange an alternative date for a course. In such circumstances, CIBS will endeavour to provide as much notice as possible.

6. Changes to Course Content:

CIBS reserves the right to change the course content, without prior notice, to accommodate up to the moment new information coming to light, or alternative speakers other than those advertised.

7. Liability for Delegate Property

CIBS does not accept responsibility or liability in respect of loss or damage to any property brought to the premises of CIBS or any other premises used by CIBS for a course, save for its statutory liability for death or personal injury. The delegate or delegate's company should arrange appropriate insurance.

8. Liability for Accidents and Damage to CIBS Property

A delegate and sponsor shall indemnify CIBS for the negligent or criminal damage to premises, or property brought to the premises of CIBS or any other premises used by CIBS for a course. CIBS does not accept liability for damage caused as a result of the negligent acts or omissions of CIBS, its employees or agents

9. Copyright

CIBS, its printers and publishers reserve proprietary rights on all course notes and study material provided for a delegate, and no part of the course notes or study material may be reproduced or transmitted in any form or by any means - electronic, mechanical, photocopying, recording or otherwise or stored in any retrieval system of any nature - without the written permission of CIBS, its printers and publishers.

10. Smoking

Colchester Institute is a non-smoking campus. Smoking is strictly confined to designated smoking zones.

11. Safeguarding

Colchester Institute is committed to the rights of learners within all its learning locations and campuses. It is committed to promoting their welfare; protecting their physical and psychological well-being, and safeguarding them from all forms of abuse. All delegates should make themselves aware of our safeguarding policy found here: <https://www.colchester.ac.uk/about-us/safeguarding/>

12. Data Protection

All information received from you will be treated sensitively and stored in accordance with the College's Data Protection Policy that accord with the requirements of the Data Protection Act 2018. For more information please view our privacy notice at: <https://www.colchester.ac.uk/policies/website-privacy-policy-and-terms-and-conditions/>