

General Terms and Conditions

Bookings will be held provisionally until we receive written confirmation. Written confirmation is required to secure all bookings. Bookings made through our website are considered to be confirmed upon the Customers receipt of booking confirmation.

This written confirmation forms a binding contract and presumes you have agreed to our terms as set out below.

Payment Terms

Our payment terms are 30 days from date of invoice issue. An invoice will be issued following confirmation of Booking.

Event Cancellation

Cancellation policies can vary depending on the nature of the event, and will be clearly outlined in the event booking and subsequent confirmation emails. Should the customer cancel after an advertised deadline, this will result in payment still being owed.

All cancellations must be submitted via email to the relevant department at the Chamber.

We reserve the absolute right to terminate the event attendance of any booking where it is reasonably considered that attendance is not in the interest of the Chamber or other event delegates.

In exceptional circumstances, the Chamber reserves the right to cancel an event, as well as to reschedule events and substitute presenters. If unforeseen circumstances cause an event to be cancelled, we will use reasonable endeavours to notify the customer as soon as possible. The customer may request to transfer to another event, receive a credit, or full refund.

Commercial Training Course Cancellation

Once we have received written confirmation our cancellation policy commences.

All cancellations and transfers must be confirmed in writing.

Cancellation of a course booking giving more than fourteen days' notice, before the course start date, will not incur a charge and all monies will be refunded. If you choose to transfer this place to an alternative date, you will incur an administrative charge of ten per cent of the original cost + VAT.

Exception: If cancelling an International Trade Operations and Procedures (ITOPS) course, twenty one days' notice must be given, in order for NO cancellation fees to be incurred and all monies to be refunded.

Cancellation of a course booking giving less than fourteen days' notice (twenty one days notice in the instance that the booking is for an International Trade Operations and Procedures (ITOPS) course) , before the course start date, the full course fee + VAT will be payable.

If you choose to transfer to an alternative date with less than fourteen days' notice, you will be charged for the original cost of the course, and the cost of the new date booked.

Non-attendance/withdrawal will be charged at full cost.

We reserve the right to cancel any course at any time without liability. In the unlikely event of this happening delegates would be offered an alternative date, course or a full refund. We reserve the right to alter course content without prior notice as all of our courses are constantly updated to maintain a high standard of quality.

For unaccredited courses - Substitute delegates can be made at any time without additional fees.

For accredited courses*- Substitutions will be permitted prior to the second day of the course. Registration fees for substitute delegates will be payable in addition to the course fee.

Exceptional Circumstances (Accredited Courses Only*)

Where an individual has encountered illness or unavoidable situations which would fall under the provisions of the accrediting organisation's exceptional circumstances policy, where possible we will offer a catch up for one missed session. In more serious circumstances a deferment to a future course may be offered, subject to availability and proof of the circumstance in writing. No refunds will be given.

*With the exception of the ITOPS course. Please refer to the Exception Circumstance Policy for further information. A copy can be made available on written request.