



Booking Terms and Conditions

1. Booking

- 1.1 Delphinium Business Coaching Ltd (hereinafter referred to as "Delphinium") will confirm your booking and provide an invoice within 7 days of submission of the booking form. In the event, you do not receive confirmation of your booking within 7 days you should contact Delphinium.
- 1.2 All booking forms must be submitted with valid email addresses for the Customer Contact, and all Delegates as all communications relating to the course will be sent by email.
- 1.3 Submission of a booking form is considered acceptance of these terms and conditions.
- 1.4 All booking forms must be submitted to enquiries@delphiniumcc.co.uk.
- 1.5 Delphinium reserve the right to decline any booking at our discretion.

2. Payment Terms

- 2.1 All payments must be made within 7 days of receipt of our invoice unless the event is due to take place within 7 days of booking.
- 2.2 If booking forms are submitted within 7 days of an event taking place, payment is required upon receipt of our invoice.
- 2.3 If payment is not received before the start of the event you may not be permitted to attend.

3. Discounts for Multiple Delegates

- 3.1 A discount of 20% will be applied to the total fee where 5 or more delegates, from the same organisation, are booked on the same course within the same booking. This discount may not be used in conjunction with any other discount or offer.
- 3.2 Where cancellation or transfer requests are received within 28 days of the event, which renders the total number of delegates to 4 or below, the 20% discount will no longer apply, and the customer will become liable for the full training fee for the remaining delegates.

4. Special Requirements

- 4.1 Delegates must notify Delphinium of any specific requirements or arrangements (i.e. dietary requirements, access arrangements) no later than 14 days before the date of the event taking place.
- 4.2 If the booking is made within 14 days of the event date, full details of any specific requirements or arrangements must be provided at the time of submitting the booking form.

5. Registration Information

- 5.1 Registration information, including timings, directions to the venue and parking details, will be sent to delegates no later than 7 days before the event.
- 5.2 Any delegate who does not receive an email with the registration information 7 days before the event, the delegate should contact Delphinium.

Delphinium

6. Cancellation by You

- 6.1 Where cancellation requests are received by within 28 days before the event, a delegate may transfer their booking to another course of the equivalent price, or cheaper. Transferring to another course will be at no additional cost unless section 3.2 applies. Transferring to a more expensive course will require payment of the balance. For cancellations, an administration fee for £25 plus VAT will be charged per delegate.
- 6.2 Where cancellation requests are received by within 14 days before the event, a delegate may transfer their booking to another course of the equivalent fee, or cheaper. Transferring to another course will be at no additional cost unless section 3.2 applies. Transferring to a more expensive course will require payment of the balance. For cancellations, the delegate will receive a refund of 50% of the course fee.
- 6.3 We are unable to provide a refund, or transfer for cancellation requests received less than 14 days or in the event delegates don't turn up for their booked course.
- 6.4 Where a delegate transfers their booking to another course, the delegate will not be entitled to any refund where a cancellation request is received for the other course. Nor will the delegate be permitted from transfer the course for the second time.
- 6.5 Replacement delegates are welcome at any time on all non-ILM programmes.

7. Cancellation or Alteration by Us

- 7.1 Delphinium reserves the right to cancel, reschedule or amend any events.
- 7.2 In the event, Delphinium cancels a course, and the parties are unable to agree a mutually convenient alternative Delphinium will provide a full refund of the course fee.
- 7.3 In the event, Delphinium reschedules a course, and a delegate is unable to attend the rescheduled event Delphinium will provide a full refund.
- 7.4 Delphinium may be required to make amendments to their events (i.e. alternative times, trainers, location etc.). Any such amendments will be notified to confirmed delegates as soon as practicable after the changes take place.
- 7.5 Delphinium does not accept any responsibility for any loss or damage as a result of any cancellation, rescheduling or amendment of any event (i.e. travelling expenses and accommodation costs).
- 7.6 Delphinium accepts no liability where an event is cancelled or rescheduled as a result of force majeure (the happening of events outside Delphinium's control). Force majeure includes, but is not limited to natural disasters, terrorist attacks, extreme weather conditions.

8. Injury and loss or damage to property

- 8.1 Delphinium does not accept any liability for any injuries or losses caused by delegates or anyone accompanying them.
- 8.2 Delphinium does not accept any liability for any loss or damages to delegates property/personal belongings.

9. Copyright

- 9.1 Copyright of all course materials is owned or licensed by Delphinium Business Coaching Ltd. Copying, adaptation or other use without the express written permission of Delphinium Business Coaching Ltd is prohibited.
- 9.2 Any requests to obtain any such permissions must be sent to enquiries@delphiniumcc.co.uk.

10. Enquires

- 10.1 Any enquiries relating to our Delphinium open and bespoke training courses can sent to enquiries@delphiniumcc.co.uk. Alternatively, you can telephone us on 0161 949 9736.