

# TERMS AND CONDITIONS

## Conditions of Registration

- Course fees are payable in advance
- Payment is required 14 days from invoice or before the training start date, whichever is earliest
- If payment is not received within 14 days or before the training start date your place on the course could be at risk and you will still be liable for full payment of the course
- If there are insufficient bookings for a course Compton reserves the right to cancel. Where possible this decision will be taken no later than 1 week before the course date and all potential participants will be informed as soon as possible and either booked on the next available course or offered a full refund

## Cancellations

- Should you wish to cancel your booking please do so by email [learning@comptoncare.org.uk](mailto:learning@comptoncare.org.uk) within 5 working days prior to the course date
- A change of delegate's name will be accepted at any time with no cost incurred

## Cancellation Fees

Cancellation fees are charged as below:

Days prior to cancellation	% returned
More than 11 Working Days	100%
10 - 6 Working Days	50%
5 - 0 Working Days	0%

A cancellation fee of 100% of the course fee will apply if the applicant cancels within 5 working days prior to the course date or does not attend.

## Refunds

- Where a delegate does not attend a course without cancelling in advance, the charges are non-refundable
- Refunds cannot be offered for cancellation within 5 working days of the course start date, or for non-attendance

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## Data Protection

Compton Care maintains databases for course management and marketing. Contact details are held and may be used as a basis for a mailing list to promote future courses (this information is not made available to other organisations).

## Virtual Sessions

- If you are joining virtual workshops, you will require access to a PC/laptop with microphone and camera to access the training online
- To ensure that you have the best possible interactive learning experience we expect that people participate with cameras active throughout the workshop

## Room Hire

We offer flexible space for training sessions and team meetings with access to IT equipment, these are bookable for use. Please contact [learning@comptoncare.org.uk](mailto:learning@comptoncare.org.uk) to confirm availability.

## Room Bookings

The Skills Lab (max 10 delegates) and The Pods (max dependent on style of room required) can be hired for training purposes (subject to availability). The daily rates are:

- Half Day: £75 per room
- Day Rate: £125 per room

Please contact [learning@comptoncare.org.uk](mailto:learning@comptoncare.org.uk) to confirm availability. Discounts are available if more than one room is booked.

We can offer tea and coffee at £2.50 per head and the option to pre-order lunch from our on-site coffee house and deli, Crumbles is available. Alternatively, we can send menus and costings for a buffet-style lunch.

## Joining Instructions

Joining instructions for all virtual courses will be sent out no later than 48 hours prior to the session.

## Discounts

Early bird and block booking (including combined bookings of different courses) discounts are available. Please contact [learning@comptoncare.org.uk](mailto:learning@comptoncare.org.uk) for further information.

## How to contact us:

Telephone: 0300 323 0250 ext 354

Email: [learning@comptoncare.org.uk](mailto:learning@comptoncare.org.uk)