

Training courses terms and conditions

Payment

- 1) Until full payment is received the booking is treated as provisional. Full payment must be received four weeks before the course begins unless other agreements are made.
- 2) If payment is not received in the agreed timescale we reserve the right to cancel your reservation, in which case normal cancellation terms will apply. Please notify us if you anticipate a delay in making your payment.
- 3) We regret that no reductions can be made in respect of late arrival, early departure or absence during any part of the course.
- 4) We accept payment by Paypal, bank transfer or cheque. If you choose to pay by cheque please make it payable to The Species Recovery Trust.
- 5) If paying via invoice the full amount must be paid before the course. There is an additional £10 administration fee if paying via invoice.

Discounted Rates

- 6) Discounted rates apply to the following categories
 - a) Supporters of The Species Recovery Trust paying by standing order
 - b) Unemployed
 - c) Full-time students
- 7) There are also discounts available for booking multiple courses, please refer to the course brochure

Cancellation

- 8) If it is necessary for you to cancel your booking please inform us in writing/e-mail as soon as possible. Cancellation is effective from the date of receiving your letter.
- 9) **Refunds cannot be given if cancellation is made less than six weeks before the start of the course, whether deliberately or by default.**
- 10) There is a £5 administration fee, which shall be deducted off the sum refunded (mostly to cover the PayPal commission).
- 11) If exceptional personal circumstances lead to cancellation after this time we may, at our discretion, allow the fee to be used on another course.
- 12) We reserve the right to cancel courses due to unforeseen circumstances. Should this happen, your payment will be refunded in full within a week of notice being given.
- 13) We reserve the right to refuse to accept any booking without stating a reason.