

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 **unless agreed otherwise**. There is an additional £10 administration fee if paying via invoice. **If payment is not received in the 30 day payment period an additional £50 late payment charge will applied.**

If payment involves having to set us up as an approved supplier there is an additional £25 admin charge for this.

Discounted Rates

- 6) Discounted rates apply to the following categories
 - a) Supporters of The Species Recovery Trust paying by standing order
 - b) Unemployed and has completed over 10 days voluntary conservation work in the last year (evidence must be supplied)
- 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 eight weeks before the start of the course, whether deliberately or by default.

10) There is a £10 administration fee, which shall be deducted off the sum refunded (to cover the PayPal commission and re-listing your place). (£5 for half-day courses)

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.