

TERMS AND CONDITIONS OF BOOKING

1 AVAILABILITY OF PLACES

- 1.1 Places on all of our courses are limited, and will generally be allocated on a first come first served basis. If the place you have applied for is not available you will be offered an alternative or, if you wish, you may have your deposit refunded. You may reserve a place by telephone. Telephone reservations will be held for a period of seven days only. If your deposit is not received within seven days the place may be allocated to another person. You may reserve a place using your credit card - VISA, Mastercard, Delta, Switch, Solo, VISA Electron and JCB are all accepted.
- 1.2 If, due to unforeseen circumstances, we have to cancel a course you will be offered a full refund of all fees paid or a place on another course of your choice.

2 COURSE FEES

- 2.1 The full course fees are payable six weeks before the commencement of the course. Course notes and course manuals (where applicable) are generally sent out six weeks before each course to all fully paid up participants.

3 CANCELLATION

- 3.1 It is important to our planning process that courses are run with a full complement of students and cancellations can be difficult to fill. If you have to cancel your course the following cancellation charges will apply:
 - 3.1.1 cancellation up to 10 weeks before course date - £25 administrative charge
 - 3.1.2 cancellation 8-10 weeks before course date - 25% of course fee
 - 3.1.3 cancellation 6-8 weeks before course date - 50% of course fee
 - 3.1.4 cancellation within 6 weeks of course date - no refund
- 3.2 You may, of course, nominate another person for your place in which case no charge will be made. **You are advised to take out insurance against cancellation.** If you have an annual travel insurance policy this may cover you for course cancellations. Please check with your insurers.
- 3.3 If you wish to cancel the place you have been offered and transfer to a later course there will be no charge if your request is received up to eight weeks before the course date, 25% of your course fee will be charged if your request is received between 6 and 8 weeks before the course date and cancellations within six weeks of the course date will be charged at 75% of the course fee.
- 3.4 If you give written notice of cancellation you are advised to keep proof of posting. If you give notice by telephone please ask for a cancellation number.

4 CODE OF CONDUCT

- 4.1 Students are expected to behave in a professional manner at all times during the course. Students not displaying professional conduct may be asked to leave the course and no refund will be given.
- 4.2 Students are expected to vacate their study/bedrooms in a reasonable state. Should BASICS Education Ltd be required by the venue to pay charges for extra cleaning, refurbishment or repair, such costs will be passed on to the student.