

Cambridgeshire & Peterborough Association of Local Councils

Booking Terms and Conditions

Registration and Booking

Places cannot be reserved on any CAPALC event without the completion of a registration form. Please ensure that you are following your own council's procedures when booking any training course. CAPALC will invoice the council when the booking form has been received.

Bookings are to be made by the clerk to the council.

The completed registration form constitutes a legally binding contract.

All delegates should be booked in advance of the event registration deadline (this includes delegates booked under free place offers).

If you wish to make reservations on multiple courses, you will need to complete a form for each individual course.

Cancellations

Any cancellations must be received in writing at least 7 days before the event or the full fee will be payable.

Where payment has already been processed cancellations made within the time frame above will be refunded by BACS to the booking council

Any cancellations made after the 7- day deadline are not transferrable (except in extreme circumstances and approved by the CEO).

Substitute delegate(s) may be named at any time up to 8am the day before the event.

When naming substitute delegates please provide a contact email address so that we can confirm the booking details to them.



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Delegate Details

It is the responsibility of the person booking the course to check the spelling of delegates names on the confirmation emails and advise us of any changes, as this will be used for all event contents, badges, certificates and registration documents.

You will receive an automatic confirmation email to the email addresses provided at the time of booking, if you do not receive these confirmation emails you are not booked onto the course, please contact the office as soon as possible.

Photography

We may take photos at the event which are likely to be used in any of the following ways

CAPALC websites

Social media feeds

CAPALC marketing materials

Newsletters and publications

if you object to your image being used in this way please inform us in writing prior to the event.

Course Cancellations or Changes

It may be necessary, for reasons beyond the control of CAPALC, to change the content and/or the timing of the programme, the speaker, the date or the venue. In the unlikely event of any event being cancelled, CAPALC will automatically refund any course costs paid, but disclaim any further liability. Travel costs will not be reimbursed.