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## Booking and Cancellation Terms and Conditions



The person who completes the booking form is 'the client' and is therefore subject to the booking and cancellation terms and conditions.

Participant details must be for the person attending the course, the client is responsible for providing the correct details so that Sign and Shine can contact the participant directly.

Failure to provide the correct information may result in the participant not being able to access the training and if this occurs, Sign and Shine shall not be responsible.

Any costs incurred as a result of failure to provide the correct information is the responsibility of the client.

We are unable to change a valid email address within our booking system so if you book with a third party email as the participant you must insure you can send all correspondence to the participant. Sign and Shine take no responsibility for them not receiving information.

By completing and submitting the booking form, the client agrees to the dates and times booked. Sign and Shine is not responsible if your participant cannot attend.

In the case of invoicing an organisation, once a booking form has been completed the client is obligated to transfer the invoice to their administrator and secure prompt payment. Payment terms will be on the invoice. Late payments may incur a fine and non payment will be taken to the small claims court.

Any cheques are to be made out to Sign and Shine Ltd

All invoices are payable without any discount or payment plans of any kind unless otherwise agreed in writing.

Sign and Shine reserves the right to cancel or postpone the course at short notice, in the case of Sign and Shine cancelling the course the client will be offered an alternative course or a full refund.

Sign and Shine cannot be held liable for any costs the client may incur in arranging travel and/or accommodation in relation to the course should the course be cancelled or postponed.

### **Participant Illness or Absence:**

Tickets for events are non-refundable and non-transferable. If you are unable to attend your event at the time and date booked for any reason including sickness, you are not eligible for a refund. Event costs are covered by the sale of tickets, therefore a ticket bought is only for the event on that date. If you know you are unable to attend a course more than 24hrs in advance you are able to transfer your booking to someone else. It is your responsibility to let Sign and Shine know the contact details including mobile number and email for the new participant and to pass on any venue or course information including manuals.

If you cannot attend, you are welcome to re-book (choosing offline payment) and will be charged for the cost of a place minus the cost of your manual + any postage

costs. You will be invoiced for this place and payment must be received within 1 week of the invoice being sent to secure the place. Failure to pay promptly will result in your place being put back for sale.

If you re-book with another tutor you will be subject to their terms and conditions and may pay full price for the course unless you agree an alternative with them. Sign and Shine will not send a certificate to another tutor if you participate in their course and are unable to communicate with the other tutor on your behalf.

### **Cancellation by the Client or Participant:**

Cancellations must be received in writing and Sign and Shine will accept the cancellation based on the date it is received in writing.

In the event of the client wishing to cancel a booking, they are subject to the following charges plus any costs already incurred by Sign and Shine:

#### **Virtual courses:**

15 days' notice for full refund

#### **In-person courses:**

30 days' notice for full refund

no refund if less than 14 days before event;

50% refund 14 to 29 calendar days prior to commencement of the course.

In the case of costs being incurred by Sign and Shine and retained at the point of cancellation, Sign and Shine will produce copies of any documentation and receipts and make them available to the client.

### **Transfer of dates or participant:**

Should the client wish to transfer onto an alternative course date prior to their original course date, the request must be put in writing and must be made at least 30 days for in-person courses, or 15 days for online courses, prior to commencement of the course.

Sign and Shine will try to accommodate the request where possible. Only one transfer request per person will be received.

If you wish to transfer your booking to someone else, you must email the name, email address and mobile number of the person taking the place at least 24 hours before Day 1 of the course.

It is the Client's responsibility to ensure that the new participant has also received any manuals and resources that were sent to the original participant in time for the course start.

Sign and Shine reserves the right to change the Booking and Cancellation Policy. Any changes will become effective on the date it is published on Sign and Shine's website.