

Terms & Conditions – Training Courses

The Terms and Conditions set out below and our Privacy Policy together constitute the legal agreement between you and Shared Insight Limited relating to the provision of training courses.

Acceptance of Booking and Invoicing

Shared Insight Limited has the right to refuse a booking.

If a booking request is made using the Shared Insight Limited website, you will receive an automatic email confirming we have received your booking request. All bookings are subject to availability.

A booking should only be deemed to be accepted when Shared Insight Limited issues an invoice in respect of the booking.

Course Fee and Payment

The fee to attend a course must be paid in full on booking the course.

Shared Insight Limited has the right to refuse an attendee entry to the course if the course fee is not paid before the date of the course.

Cancellations

The customer must advise Shared Insight Limited of a cancellation in writing via email at s.gallagher@sharedinsight.co.uk

If a customer does not advise of a cancellation in writing before the date of the course, the full course fee will be payable.

If a customer cancels a booking 14 calendar days or more before the date of the course, 50% of the course fee will still be payable.

If a customer cancels a booking less than 14 calendar days before the date of the course, 100% of the course fee will still be payable.

Transfers

If a delegate can no longer attend a course date, they can nominate another person to attend the same course date in their place. This will incur no charge, but Shared Insight Limited must be notified as soon as possible.

If a delegate can no longer attend, they can be transferred onto another course at no extra cost if they advise Shared Insight Limited within 14 calendar days or more before the course date.

If a delegate can no longer attend and they advise Shared Insight Limited less than 14 calendar days before the course date, 100% of the course fee will be payable.

Cancelled Courses

Shared Insight Limited has the right to cancel a course after acceptance of nominations. In this event, Shared Insight Limited will reimburse in full any course fees paid and Shared Insight Limited's liability will be limited to the value of the course fees paid.

Personal Data

Any personal data supplied by the customer can be processed by Shared Insight Limited on the legal bases and for the purposes set out in the Privacy Policy, which is freely available.

Course Contact Details:

Sharon Gallagher
Shared Insight Limited
The Old Rectory
Mucking Wharf Road
Mucking
Essex SS17 0RN

Email: s.gallagher@sharedinsight.co.uk