

## **CIH Scotland Terms and Conditions – Training courses**

Please read our terms and conditions prior to making your booking:

### **Booking Information**

All fees are subject to VAT and payable within 7 days of receipt of invoice.

Cancellations made more than 10 working days before the course is due to run will incur a cancellation fee of £50.00.

The full course price will be charged for cancellations made within 10 working days of the course date.

Please note that there will be a £15.00 administration fee for each delegate name change.

CIH will not be liable for reimbursing fees if delegates are not able to attend a course due to circumstances out of CIH's reasonable control including, but not limited to, weather conditions, fire, flood, transport strikes, closures or delays or any other force majeure or act of God.

### **Limitation of Liability**

CIH accepts no responsibility for accident, injury or loss suffered whilst attending one of our courses, only if it is due to negligence on our part.

Delegates are responsible for taking care of their own property and all personal belongings are left on premises at delegates own risk.

CIH accepts no responsibility for any loss or liability incurred whilst using material or information obtained on the course.

### **Cancellation and Changes to Courses**

CIH may have to cancel a course. In this case we will return any fees already received. We will not refund any other costs you incur as a result of the cancellation.

CIH reserves the right to change the venue/and or date of the course at short notice and change trainer without prior notice.

### **Joining Instructions and Course Material**

Joining Instructions will be emailed to delegates approx. 10 days prior to the course date.

CIH accepts no responsibility for material not received by a delegate. Please do not book any travel or accommodation until you receive your Joining Instructions.

The copyright of all course material rests with the trainer or CIH.

### **Data Protection**

CIH processes personal data in compliance with the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) and the Data Protection Act.

In making this booking your contact details will be stored on our database. CIH will use your data for the purposes for processing your booking, administration and analysis according to it's [Privacy Policy found here.](#)

For further information please contact us on 0131 225 4544 or email [scotland@cih.org](mailto:scotland@cih.org)

CIH Scotland reserves the right to modify or alter these Terms and Conditions at any time without prior notice.

*Updated July 2018*