

What are the fees?

There are two fees for all courses. All CIH members are entitled to the discounted fee (the lower of the two prices shown). If you are not currently a CIH Member and would like to take advantage of this offer, along with a whole range of other benefits and discounts please contact us on telephone 024 7685 1700, email [customer.services@cih.org](mailto:customer.services@cih.org) or visit the member's area of the CIH website at [www.cih.org/members](http://www.cih.org/members). Organisational subscription to the CIH does not apply to our training courses. Payment will be required before the course takes place.

VAT Registration No: 233 8459 50

Are there any discounts?

There is a 50% discount on all courses for tenant representatives. In addition, if you are booking three places on any single course, the third delegate pays half price (does not apply to discounted rates and Specialist Workshops).

Members of the following organisations are entitled to the same rate as CIH members:

The National Association of Empty Property Practitioners (NAEPP)

The Royal Society for the Promotion of Health (RSH)

The Association of Building Engineers (ABE)

What happens after I book?

We will send you an acknowledgement by email within a few days of receiving your booking and an email to you with detailed joining instructions approximately ten days before the course. Please make sure we have your up to date email address. If you have not received anything a week before the course, please contact us.

What are the terms and conditions?

All training fees are subject to VAT and are payable upon receipt of invoice.

Cancellations must be made via email and sent to [training@cih.org](mailto:training@cih.org)

Cancellations made within 15 working days of the course date will be charged the full fee (per person)

Delegates cancelling before this will be charged a £60 administration fee per person.

What happens in the event of a cancellation?

The Chartered Institute of Housing may have to cancel an event. 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.

What is the policy regarding limitation of liability?

Delegates are responsible for taking care of their own property. Liability for accident, injury or loss suffered while attending CIH events will only be accepted by the Chartered Institute of Housing if it is directly due to negligence on our part. The Chartered Institute of Housing accepts no responsibility for any loss incurred whilst using material or information obtained at its events.