

Frontline futures

Booking terms and conditions



Invoicing

Invoices will be generated immediately upon confirmation of booking and are payable within 7 days.

Minimum and maximum numbers

Courses are only guaranteed to run once the minimum numbers of booking has been reached. We place a maximum number of delegates on each course to optimise learning for all delegates.

If you wish to cancel

If for any reason you need to cancel your booking then please contact a member of the Learning and Development Team who will be happy to help you.

Cancellations received within 28 working days of the commencement date will be subject to the full fee. Cancellations received more than 28 working days of the commencement date will be subject to a £70 administration fee.

There will be no refund for any learners who cancel during the course.

If we cancel the qualification

Due to circumstances beyond our control CIH Cymru may need to postpone or cancel training. In this event we will endeavour to ensure you are notified at least 14 days prior to the start of the course, or as soon as we are able.

Should we need to postpone rather than cancel a course you will be contacted by a member of the Learning and Development Team who will consult with you on finding a mutually convenient date to rearrange the course.

If the course is cancelled any fees already collected will be fully reimbursed.

Special Requirements

Please let us know if you have any particular requirements relating to diet, access, written materials, induction loops, language or any other requirements that will enable us to maximise your learning and make your experience more comfortable.

Limitation of Liability

Liability for accident, injury or loss suffered by a delegate whilst attending events will only be accepted CIH Cymru if it is directly due to negligence on our part.

Personal belongings are left unattended in training venues at the owners risk and attendees are expected to be responsible for their own belongings at all times.

Planning and Quality

CIH Cymru is committed to continuous improvement with regard to all aspects of professional development and as such we encourage that:

- All delegates complete our pre-course questionnaire
- All delegates complete our course evaluation form

Your honest feedback is very valuable to us and will be used to inform future training courses and planning of professional development opportunities.

Copyright

The copyright for all training materials rests CIH Cymru or the training provider and these materials should not be altered or reproduced without prior permission.

Data Protection Act 1998

When you make a booking your contact details will be stored on our database. We will use this data for the purposes of processing your booking and to contact you in the future with information about other CIH events and products that may be of interest to you. If you would prefer not to be informed of CIH products you can opt out when you make your booking.

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