

1. General Terms

- 1.1 We acknowledge that sometimes there is a need to cancel or amend a course/ training workshop booking.
- 1.2 Bookings for courses may be amended or cancelled by either party subject to the terms outlined in this policy.
- 1.3 For the avoidance of doubt, a booking is classed as confirmed once the delegate or their representative has received one of the following:
 - written confirmation from 1974 Rapport by email
 - an automated confirmation as per an online booking system
 - confirmation from a training provider booking on behalf of a delegate
- 1.4 If you cannot attend, wish to amend your booking, or no longer require a place, please provide notice in writing to nathan@1974rapport.co.uk.
- 1.5 Any amendments or cancellations MUST be made in writing to 1974 Rapport.
- 1.6 To avoid cancellation fees, it is advisable to request any amendments or cancellation in writing at least 10 working days prior to the course date.
- 1.7 Failure to provide sufficient notice will result in a charge up to the full fee of the course plus VAT and any other associated costs.
- 1.8 A cancellation fee will not be charged if an organisation/ company nominates someone else to attend in a delegate's place.
- 1.9 A cancellation fee also applies for non-attendance.

Notice of a delegate's intent to cancel a booking on a course are subject to the terms outlined below:

2. Public / Open Courses

- 2.1 Bookings for courses are to be paid in full within 7 days of invoice receipt.
- 2.2 Cancellations for bookings are subject to the following cancellation fees:
 - Delegates whose cancellation request is received more than 14 days prior to the course date will incur no liabilities.
 - Delegates whose cancellation request is received within 5 to 14 days prior to the course date will incur an administration fee equal to 50% of the obligated fee plus VAT.
 - Delegates whose cancellation request is received less than 5 days prior to the course date will incur an administration fee equal to 100% of the obligated fee plus VAT.
- 2.3 A delegate may wish to book attendance on an alternative course date rather than cancel the booking. 1974 Rapport will endeavour to meet such a request at its own discretion. In such instances whereby 1974 Rapport can accommodate this type of amendment, no cancellation fee will be applied to the original booking.
- 2.4 1974 Rapport will process all refunds within 14 days of written confirmation.

3. In-house / bespoke courses

3.1 Bookings for in-house / bespoke courses are to be paid within 30 days of invoice receipt.

3.2 If an organisation / company delegates cannot attend, or no longer require a course, the following cancellation fees will apply:

- Course cancellation request is received more than 14 days prior to the course date will incur no liabilities.
- Course cancellation request is received within 5 to 14 days prior to the course date will incur an administration fee equal to 50% of the obligated fee plus VAT.
- Course cancellation request is received less than 5 days prior to the course date will incur an administration fee equal to 100% of the obligated fee plus VAT.
- Failure to provide any notice will result in your company being charged the full course fee, plus VAT and associated costs.

3.3 We acknowledge that occasionally it is necessary for courses to be rescheduled. 1974 Rapport will endeavour to be flexible towards any changes required. In circumstances where 1974 is able to accommodate any changes, such as an alternative date, without incurring additional costs there will be no cancellation fee applied. This is subject to the agreement of both parties.

3.4 1974 Rapport will process all refunds within 14 days of written confirmation.

4. Course cancellation and amendments initiated by 1974 Rapport

4.1 Occasionally it is necessary for courses to be cancelled, rescheduled, or amended by 1974 Rapport.

4.2 Amendments may include (but are not limited to) changes to course times, date, or venue.

4.3 1974 Rapport will endeavour to give at least 10 working days' notice prior to the course date.

4.4 The Course Administrator will send an email to advise delegates or the organisation / company representative of a course cancellation and, if possible, provide a new date for the course.

4.5 The Course Administrator will send an email to advise delegates of any amendments to the course.

4.6 If a course is cancelled and no suitable alternative course is available a full refund will be issued once all possible alternatives have been explored.

4.7 If the amendments to a course mean that the course is no longer suitable or in line with the delegates requirements, a full refund will be issued.

4.8 1974 Rapport will process all refunds within 14 days of written confirmation.

5. Late Payments

5.1 We reserve the right to claim statutory interest at 8% above the Bank of England reference rate in force on the date the debt becomes overdue and at any subsequent rate where the reference rate changes and the debt remains unpaid in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 as amended and supplemented by the Late Payment of Commercial Debts Regulations 2002.