

Training terms & conditions

Courses (face-to-face and online)

Payment must be received in full prior to the course start date. You must pay each invoice we issue within 10 days starting on the date issued. Proof of payment to be submitted by 9:00 on the day of training. All cancellations must be received in writing (email is acceptable) 10 calendar days before the start of the course and will be subject to an administration fee of 10% + VAT. Cancellations made after this date will be charged the full course registration fee.

We regret that delegates cannot be transferred to another course; however, delegate substitutions may be made up to 10 working days before the course. Access to the course and all the materials is on an individual basis. If you share access with any other individuals, they will be liable for the full registration fee.

Confirmation of your booking will be emailed or sent via WhatsApp to you automatically on receipt of your booking and payment. Full joining instructions, including programme timings and special instructions will be sent no later than one week prior to the course or immediately for those booking within one week of the course date. Please note that no joining instructions or materials will be provided before receiving proof of payment for the course. Dee's Training will not be held liable for any transport or accommodation costs in the unlikely event of a course being cancelled.

Please note, due to circumstances beyond Dee's Training's control, speakers, venue, content and timings may vary. Dee's Training reserves the right to cancel or re-schedule the event if necessary. In the case of cancellation by Dee's Training a full refund of course fees will be made. In the event of a re-schedule course fees will be transferred to the new date. Delegates who cannot make the revised date should follow the cancellation or delegate substitution procedures above, delegates will not be required to request cancellation 28 days before the course if the new date makes this impossible.

Photography and video

On occasions, Dee's Training takes photographs, videos and audio recordings which may be used to help promote our conferences and courses (both online and in print). By booking into a course/event you are confirming that you are aware of this and have no objections to your image or voice appearing in any material issued by Dee's Training after the training. However, if for any reason you do not wish Dee's Training to use your image or voice please let us know. Recording and photography by delegates is not permitted at any Dee's Training courses or events.

eLearning courses

A 10-day cooling off period applies to eLearning bookings. If you change your mind during this period before accessing the course, no cancellation charge will apply, and you will receive a full refund. If you access the digital content in any way your right to a refund is waived. No refund will be given if Dee's Training has reason to believe that an individual has viewed any of the content they have purchased. Dee's Training regrets that registrations cannot be transferred to another eLearning or face-to-face course. eLearning bookings are not transferable.

Webinars

Payment must be received in full prior to the webinar start date. You must pay each invoice we issue within 10 days starting on the date issued. If you book on any course within 10 days before the webinar is due to start, then payment is due immediately. All cancellations must be received in writing (email acceptable) 10 calendar days before the start of the course and will be subject to an administration fee of 10% plus VAT. Cancellations made after this date will be charged the full course registration fee.

Delegates who do not access the live webinar will be emailed a recording of the webinar or sent the slides if no recording is possible after the webinar and will therefore be charged the full course registration fee. Bookings made after the live webinar will be sent a link to a recording once full payment has been received. Please note that receiving the link to the recording of the webinar could take up to 5 working days. If payment is received and access to the recording is provided a refund will not be given.

Webinars are for individual use only and should not be shared. Dee's Training regrets that registrations cannot be transferred to another course and delegates are not able to transfer their place to another delegate. A confirmation will be emailed automatically to confirm receipt of your booking. Joining instructions will be sent two days prior to the webinar or immediately for those booking within two days of the webinar date.

Please note, due to circumstances beyond Dee's Training's control, speakers' content and timings may vary. Dee's Training reserves the right to cancel the event if necessary and issue a full refund of course fees.

[Distance learning \(Self Study\)](#)

Payment must be received in full prior to the postage of material and/or be given access to Moodle platform start access. You must pay each invoice we issue within 10 days starting of the distance learning group to afford us the opportunity to allocate support tutors and postage of learning material. All cancellations must be received in writing (email acceptable) 10 calendar days before the start of the course and will be subject to an administration fee of 10% plus VAT. Cancellations made after this date will be charged the full course registration fee.