

# Terms and Conditions

The following terms and conditions apply to all training programmes and workshops booked with Inside Performance.

## Payment

Payment in full must have been received and accepted as cleared funds 7 days prior to the start of the training course booked. Delegates who have not paid in full will be refused access to the course booked. Any invoices overdue will be subject to daily interest in accordance with the Late Payment Act.

Credit card payments are accepted; however, due to bank charges we regret that there is an additional charge (£1 debit cards and 2.5% credit cards) on this method of payment. Cash and cheque payments are all accepted with no additional charge.

## Early Bookings

Early Booking Prices (ebp) are available 28 days prior to the course start date. Any outstanding payments or payments not cleared prior to the 28 day period will be subject to an additional fee. This additional fee is the difference between the ebp and the full investment cost of the programme.

## VAT

All prices quoted are subject to the addition of VAT at 17.5%.

## Cancellation

Inside Performance reserves the right to cancel any course, any time up to two weeks prior the start of the course if there are insufficient numbers attending.

If, for any reason you intend to cancel your booking, you must notify us, in writing, and the following cancellation charges will apply:

### Notice given within:

1 month – 50% of course fee plus the costs of any learning materials, P & P on items already received.

Any fees refunded will be subject to £100.00 administration charge per person.

1 month plus -

As for within 1 month, OR a substitute delegate can be provided (subject to signing the Delegate Agreement Form)

Any fees refunded will be subject to £100.00 administration charge person.

The place can be transferred to a later course. This is subject to a £50.00 administration fee and is a once only transfer.

## Deposits

Deposits are non-refundable. In the case of payment schemes, the deposit is deemed to be the first payment. Deposits can be transferred to a later course. This is subject to a £50.00 administration fee and is a once only transfer.

## Dissatisfaction with the course

If after the first day of training you consider that you are not being taught what has been advertised you are entitled to make a claim in writing, to Inside Performance, stating your reasons of dissatisfaction. If your claims are substantiated you will be refunded any monies you have made, less an administration fee of £100.00. Please inform your trainer at the end of day one that you will not be returning the following day. All pre-learning materials must be returned in their original state, otherwise the cost of materials will be deducted from the refunded amount.

## Responsibility

Inside Performance reserves the right to refuse access to courses for anyone using threatening, sexist, racist or homophobic behaviour – physical or verbal, under the influence of alcohol or drugs or is deemed to be a threat to themselves or others in

any way. Anyone with a history of physical or mental health issues that may influence their safety or the safety of others during the courses are requested to inform Inside Performance prior to the course starting.

Inside Performance or Roehampton University do not accept any responsibility for personal items that are lost or stolen whilst attending a training programme.

