

## Terms and Conditions for CDN Workshops and Courses

### Booking information

Please contact the Marketing Department at [marketing@cdn.ac.uk](mailto:marketing@cdn.ac.uk) or call 01786 892000 to book your workshop or course.

### Booking confirmation

Once we have agreed training arrangements, dates and costs with you, we will send you a confirmation email requesting a PO number for the agreed workshop or course.

We are unable to reserve a place/training arrangements until you send us a purchase order.

By booking a training course you are acknowledging that you have read and understood the terms and conditions herein.

All confirmed delegates will receive a booking confirmation. If you do not receive your booking confirmation let us know so that we can confirm there are no problems.

CDN reserves the right to decline any application to join a course/event.

### Payment

We will issue an invoice once we have received your PO number. Please quote invoice number in any correspondence.

Any course certificates will be despatched once outstanding invoices have been settled in full.

Course and examination fees are payable whether or not the delegate passes a particular examination. Refunds will not be given to delegates who fail examinations.

### Fees

All CDN training courses listed on our website detail fee information. Course or training fees include tuition on the day/s, all relevant course materials. Refreshments are included when training is delivered at CDN's premises, Argyll Court, Stirling FK9 4TY. Lunch may be included when training is delivered at CDN's premises. Where training is delivered elsewhere lunch and refreshments will be at additional cost.

### **Cancellation**

If you wish to cancel or postpone a training course, you must indicate in writing or via email.

If you cancel more than 7 calendar days in advance of the start date of the course or training, you will receive a full refund of 100% of the course or training fees; CDN will deduct from this the cost of any travel and subsistence incurred as a result of your booking.

If you cancel within 7 calendar days of the start date of the course or training you will be liable for 30% of the full course or training fees (and we will refund 70% of the full course or training fees) plus VAT where applicable; PLUS the cost of any travel and subsistence we incur as a result of your booking.

If you cancel within 2 calendar days of the start date of the course or training you will be liable for 100% of the full course fees, plus VAT; PLUS the cost of any travel and subsistence we incur as a result of your booking.

You may wish to postpone to another date rather than cancel; we will allow postponement on one occasion with at least 7 calendar days' prior notice from the course or training day start date.

CDN reserves the right to cancel, re-schedule or vary any course or part of a course due to insufficient numbers, or reasons beyond our control. If this were to happen and you were unable to attend a new date, we will refund any money paid for the course or training day in full. We will not be held liable for transport, accommodation, loss of earnings or other associated costs by you.

### **Data protection**

We comply with the Data Protection Act 1998. Further information can be viewed in our [Privacy Statement](#).

### **Copyright**

All intellectual property rights remain the property of CDN and any copies made of course materials, booklets or training aids will be an infringement of copyright until agreed in writing by CDN.