



THE SCHOOL OF PHOTOGRAPHY

Booking Terms and Conditions

Please read the Terms and Conditions carefully before you book. By making a booking, you agree to be bound by these Terms and Conditions.

Prices and Payment

Payment in full is required 28 days from the date of your invoice. Immediate payment is required if booking within 28 days of the event. Your booking reference is the same as our invoice number. We will email confirmation of your booking together with the invoice to all relevant parties. Please tell us immediately if any of the details are not correct.

Final confirmation details which include venue directions and the day's programme are normally dispatched via email one week before the date of the course directly to the delegate. Please make sure we have the delegates email address. We recommend that you do not book travel tickets/accommodation or confirm your transport arrangements to the event until final confirmation details have been received by the delegate. Travel costs will not be refunded in the event of cancellation if purchased prior to our final venue confirmation being received. If you do not receive your final confirmation details please contact our Administration Department via the details below before attending the course as details may have changed from those advertised.

The prices of courses are as advertised on our website and other publications. Prices may change without prior notice, but changes will not affect bookings which have already been made.

Cancellation Policy

Course Cancelled by us

If it is necessary to cancel a course due to unforeseen circumstances, after the final confirmation details have been issued, we will offer a suitable alternative or provide a full refund. Refunds will not be made for any travel or accommodation costs that were incurred before our final confirmation was issued. We strongly advise that travel and accommodation is not booked until you have this final confirmation.

We reserve the right to cancel your booking at any time before the final confirmation is issued. In this case, we will offer you either a full refund or a transfer to another course.

Course Cancelled by you

If you wish to cancel your booking, please notify our Administration Department by email as soon as possible.

We appreciate that personal circumstances can change and there will be times when cancellations are inevitable. However once inside one month leading to an event, we have made financial outlays that are non-redeemable. Therefore, the following conditions apply when making a cancellation:

- More than 4 weeks before the event – Full refund available
- 2 – 4 weeks before the event – 50% refund available
- 2 weeks or less before the event – No refund

If within the 4 weeks' timeline you may send another colleague in your place. We must be made aware of the details of the new colleague at least one week before the course date.

The full cost of the booking is payable if you do not cancel your booking and do not attend the course.

E: office@theschoolofphotography.com Tel: 0330 223 4834

Office 5/6 Ignite House, Braintree Enterprise Centre, 46-48 Springwood Drive, Braintree, Essex, CM7 2YN
www.theschoolofphotography.com

School INSET's

Minimum numbers charged are 4 delegates.

You will need to supply delegate numbers at the time of booking but will have up to 4 weeks before the inset date to change these numbers.

Within 4 weeks of the inset date, the numbers given will be minimum you are charged. Any additional delegates added after this date will be charged at the rate quoted.

Events beyond our control

No refunds (including travel) will be given if you are unable to attend the course due to circumstances beyond our control.

We will not be liable for any failure to perform or delay in performing of any of our obligations due to events outside of our control. (*Force Majeure Event*)

Events beyond our control include: impossibility of the use of railways or other means of public transport, your or family illnesses, bereavements, actual or potential weather conditions, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks – epidemic, pandemic, technical problems with transport – and any other similar events, non-happening due to the inability of any presenter to deliver the workshop due to illness or injury in circumstances in which he/she cannot be replaced.

Our courses under any contract are deemed to be suspended for the period that the Force Majeure event continues. We will use our reasonable endeavours to find a solution by which our obligation under the contract may be met despite the Force Majeure event. This means we will postpone the course to another date if this is possible and offer you places at the postponed course.

The Booking

The person making the booking must possess the legal capacity and authority to enter into a binding contract. You enter the contract on behalf of your school or college and you accept that you have secured that the relevant Terms and Conditions are complied with by the delegates attending the course.

Transferring Courses or Delegates

You may transfer from one course to another or change the delegate attending the course by requesting this in writing at least 4 weeks prior to the event taking place. We do not charge for transfers but reserve the right to refuse a transfer where we deem it necessary.

Changes to Courses

Wherever possible we will not make any changes to our events but as they are planned months in advance, we sometimes do need to make some amendments. We reserve the right to amend course content and/or course speakers at any time and you will be notified of this if and when we do.

If then you want to change any details of your booking we will do our best to facilitate but would normally be unable to change the booking within 2 weeks of the date of event.

Complaints

We are sure that you will be satisfied with our service however if you have a complaint whilst attending a course, please notify our representative at the event who will endeavour to assist you and use his/her reasonable efforts to resolve the problem immediately. If you are still not satisfied then please write to our Administration Department using the details below. Please include your booking reference and the delegates name in the letter and include your daytime telephone number.

Please submit any complaint within 2 weeks of the course and allow sufficient time for us to investigate this before responding.

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