

# Terms & Conditions for Training/Workshops

## Booking Forms

The booking form should be completed and returned with the full fee by the date stated on the booking form. Places on training/workshops are allocated on a first come, first served basis. Your place will be confirmed by e-mail and the training/workshop location and relevant details, will be detailed on the booking form. It is essential that you keep a copy of the completed booking form for your records. Booking is essential for all events and one booking form must be completed for each participant. Please feel free to photocopy the form as often as you need to.

**NB.** CLCC will no longer be providing an e-mail/text/phone call reminder service to attendees. It is the responsibility of each participant to know the training/workshops details. Training events and related information 'Customer Charter and Complaints Policy' are always available on our website [www.clcc.ie](http://www.clcc.ie). Participants will only be contacted if there is any change. CLCC will no longer operate a waiting list for training/workshops booked out.

CLCC will confirm acceptance of all bookings by e-mail. A booking cannot be considered to have been accepted by CLCC unless it has been confirmed by e-mail. If booking form is hand delivered then a hand written receipt will be issued on the day.

Once a booking has been made with CLCC, the participant agrees to be bound by the booking and cancellation conditions of CLCC.

All training/workshops are subject to a minimum number of participants registering. In the event of training/workshop not proceeding, a CLCC staff member will contact you to discuss the following options:

- transfer to an alternate training/workshop if available
- a refund of fees paid.

## Payment

Full payment must be made when submitting completed booking forms prior to commencement of training/workshops. Participation on training/workshops is subject to the full payment being received by any of the following methods:

- Cheque (only cheques issued by an Irish bank are acceptable)
- Bank draft
- Postal Order

All cheques/bank drafts/postal orders should be made payable to CLCC or County Limerick Childcare Committee.

*Please note that no cash payments will be accepted at any time. This is for security and health and safety reasons. Therefore please do not ask for cash payment to be accepted as refusal may offend.*

## Prices

Prices are correct at time of advertising. The most current price list for training/workshops is always available on our website ([www.clcc.ie](http://www.clcc.ie)). It is the responsibility of the participant to ensure that they are aware of the current price for the course being booked. CLCC reserves the right to alter prices at any time should unforeseen circumstances require it.

## Cancellations & Refunds

CLCC reserves the right to postpone or cancel a training/workshop due to unforeseen circumstances. If training/workshop is cancelled by CLCC, a refund will be given to participants or where possible training/workshop fee may be transferred to another training/workshop by mutual agreement.

Any fees paid by participants who fail to attend training/workshops are non refundable and CLCC reserves the right to re-allocate that place. However, participants may substitute a delegate or alternative participant if the place has been secured.

CLCC shall not be liable for any loss or damage to any person(s) in relation to any accident, illness which results in them being unable to attend or complete training/workshop or for loss or theft of personal effects or money while attending.

## Conduct

All course participants are expected to conduct themselves in an appropriate manner at all times during the training/workshops. There should be mutual respect for everyone's opinions and views that may be shared and no talking amongst the group when the tutor is speaking.

**Late arrivals are very disruptive and participants are required to arrive 10 minutes prior to the start time.**

## Tutors

CLCC have a diverse range of Tutors, who bring a high level of knowledge and experience into their respective training/workshops. All Tutors will require participants to 'Sign In' and 'Sign Out' to confirm attendance in accordance with Health & Safety guidelines and participants are required to complete a 'Training/Workshop Evaluation Form' and return to Tutor prior to the session finishing.

## Complaints

CLCC will follow their Customer Charter in relation to dealing with any complaints. Any complaints should be made to CLCC who will register the complaint and it will be dealt with through the Complaints Policy.

## Data Protection

The personal information provided by participants is protected under Data Protection Acts. It will be used only for the purpose of CLCC administration on training/workshops.

## Acceptance

All participants undertake, by virtue of making a booking with CLCC to be bound by the terms and conditions outlined above, which they will have deemed to have been read, understood and accepted by the person/s participating in the training/workshops.

All training/workshops descriptions are correct at time of going to print