

# Event Booking Terms & Conditions



## Fees

Fees quoted include comprehensive guidance notes that will have a real practical benefit in your workplace and refreshments.

Our guidance notes and handouts are provided in electronic format using Microsoft Word so you can quickly and easily implement them in your workplace.

## Payment

If you have submitted payment with your booking form we will provide a receipt within 10 working days of the payment clearing our bank account.

If you have requested an invoice it will be processed within 5 working days of the booking confirmation. Invoices are payable on receipt. Please quote our invoice number on all payment transactions. Banking and accounting information can be found on the reverse of the invoice.

## Booking Confirmation

Your booking will be confirmed in writing, usually by email, within 10 working days of us receiving your completed booking form. Once submitted your booking form constitutes a firm booking which can only be cancelled in accordance with our cancellation policy.

Joining instructions will be sent by email and post approx 5 working days before the event. This will contain details of the venue, including a map, start and finish times, any other relevant information.

If you do not receive a confirmation and receipt or invoice within 28 days please contact us on 0114 360 0626.

**Telephone: 0114 360 0626**

**Fax: 01709 376626**

**Email: [training@kea-hr.co.uk](mailto:training@kea-hr.co.uk)**

**Web: [www.kea-hr.co.uk](http://www.kea-hr.co.uk)**

## Transfers

Cancellations and requests to transfer must be made in writing (by fax to 01709 376626 or email to [training@kea-hr.co.uk](mailto:training@kea-hr.co.uk)) and followed by a telephone call to confirm receipt.

There will be no charge for transferring to an alternative date, provided the request is received in writing more than 10 working days before the date of the event.

Requests to transfer received within 10 working days of the date of the event will be subject to a transfer fee of 25% of the workshop or seminar fee.

Delegates can only transfer from an event twice within 12 months of the original booking.

## Cancellations

Cancellations must be made in writing (by fax to 01709 376626 or email to [training@kea-hr.co.uk](mailto:training@kea-hr.co.uk)) and received within 10 working days of the event. The written notice should be followed by a telephone call to confirm receipt. You will then be sent a refund of your delegate fee less an administration charge equivalent to 25% of the paid booking fee. Telephone cancellations will not be accepted.

If a cancellation is received within 10 working days of the workshop or seminar, or the participant fails to attend, no refund will be given.

## Substitute Delegates

Substitute delegates can be named at any time before the event without charge.

It may be necessary for reasons beyond the control of Kea HR Solutions to change the content and timing of the programme, speakers, date or venue. In the unlikely event that an event is cancelled, Kea HR reserve the right to offer an alternative date, a credit or a full refund, without any liability for any consequential or indirect loss.

**Data Protection Act 1998** – By returning the booking form you are agreeing to Kea HR Solutions processing and storing your data for the provision of products and services, analysis and administration purposes. We respect your privacy and will not supply your details to any outside organisation. We hope you will be interested in other Kea HR Solutions products and services relevant to your work and business. If you do not wish to receive such information please write to us giving your full name and address.



## Venue

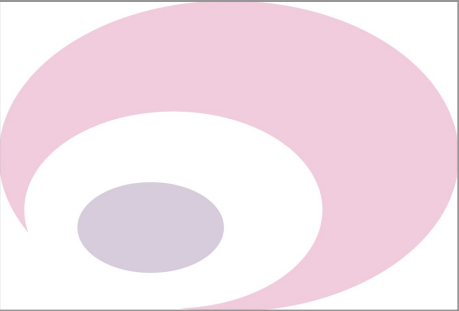
All our workshops are held in well equipped training rooms at various locations throughout South Yorkshire. The joining instructions will contain the full address details and a map of the venue.

## Start and Finish Times

The booking confirmation and joining instructions will contain full details of the start and finish times, including lunch and refreshment arrangements.

## Special Needs

If you have any special needs please contact us as soon as possible, on 0114 360 0626, to discuss your requirements.



**Kea HR Solutions**  
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Fax: 01709 376626

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Web: [www.kea-hr.co.uk/events](http://www.kea-hr.co.uk/events)