

# Staffordshire Research School

## Booking Terms and Conditions

The Staffordshire Research School as part of the John Taylor Multi Academy Trust (JTMAT) is committed to the safeguarding and promotion of welfare of all children, young people, and vulnerable adults. All staff, volunteers and visitors are expected to share this commitment.

### Fees

Organisations booking training courses are requested to pay the fee within 30 days of the date of the invoice.

### Cancellations by the Delegate / Refunds

Notice given by delegate (prior to course commencement date)	Applicable fee / procedure
28 or more days' notice of cancellation	Full refund
28 to 14 days' notice of cancellation	50% refund
14 days or less notice of cancellation	No refund

Delegates can transfer his/her booking for an event to another delegate, at no additional cost. Delegates can transfer his/her booking to a course of the same value, and/or use the course fee of the original booking towards a course of a higher value. In this instance, the delegate/delegate's organisation will be invoiced for the shortfall.

Delegates will not be entitled to any refund where a transfer to an alternative course has been made and he/she cancels attendance at that other course. Any subsequent cancellations will be charged at 100% of the course fee.

Only one transfer is permitted per course per delegate.

### Alterations / Cancellations of Courses by the Staffordshire Research School

It may be necessary for Staffordshire Research School to change the content and timing of a course, the facilitator, the date, or the venue. In the unlikely event of the course being cancelled by SRS, a full refund will be made unless the delegate chooses to transfer his or her booking to an alternative date for the course. For all bookings, the liability of SRS shall be limited to the amount of the fee actually paid to SRS by the delegate. For this reason, delegates are encouraged to not to book travel or accommodation more than two weeks prior to any course date.

### Registration information

Registration information, directions to the venue and timings and Zoom links for remote access will be sent to the delegate by email prior to the event. The Staffordshire Research School will not be responsible for the non-arrival of registration information due to filtering and quarantine restrictions of

systems that organisations use. Delegates are reminded to check their filters, quarantine, and email junk files. Any delegate not receiving the registration information by 7 days prior to the event or on the day of should contact us on [c.kelly@jths.co.uk](mailto:c.kelly@jths.co.uk) or [n.morland@jths.co.uk](mailto:n.morland@jths.co.uk)

### **Late Payment**

Staffordshire Research School reserves the right to charge late payment interest on any outstanding invoice at the rate of 5%.