

## TERMS AND CONDITIONS

### **General Conditions**

A signed booking form constitutes a contract between the delegate and the Virtual Staff College/Virtual Staff College Plus Ltd ("VSC"). Once VSC has received this form, the delegate is classed as registered and any fees due will be owed.

### **Cancellations**

#### **Cancellation Policy – Fee paying event/programme**

More than 28 days before date of event or date of first day (if it's a programme consisting of more than one day) – No charge

21-28 days before event – 25% of the total fee

14-20 days before event – 50% of the total fee

8-13 days before event – 75% of the total fee

7 days or less before the event – 100% of the total fee

Delegate substitutions may be made at any time.

#### **Cancellation Policy – Non-fee paying event/programme**

More than 28 days before date of event or date of first day (if it's a programme consisting of more than one day) – no charge

Less than 28 days before the event - £70 administration cost and cancellation fee

Delegate substitutions can be made at any time

Should a delegate cancel part way through a multi-day programme, it is at the discretion of VSC whether that delegate can transfer onto another programme

### **Cancellation by VSC**

VSC retain the right to cancel any event at any time. However, VSC will endeavour to give as much notice as is possible. Where an event is rescheduled, all delegates registered for the event will automatically be transferred to the new date. If this happens, delegates have the right to cancel without charge. Notification of cancellation must be given within 10 days of being notified of the new date. After 10 days, the normal cancellation policy will apply.

### **Payments**

An invoice will be issued after the event to all delegates who have registered, whether they attended or not. Payment will be due within 28 days of the date of invoice. Failure to pay may mean restrictions for future events