

Policy date issued: January 2015

Review date: January 2017

Signed.....

17. Booking and Cancellation Policy (Clients)

Booking Policy and Procedure

Individual Training / CPD courses

We welcome enquiries by phone but confirmation of bookings should be made on an application form or our proposal form agreement via email or post. Early booking is advised.



On receipt of your application, your course/place will be confirmed by email (subject to availability) and an invoice will be sent to client/participant.

A minimum 10% deposit is required for Agored Cymru courses to be paid upon booking.

Courses should be paid for **in full** prior to commencing or 30 days from invoice issue date.

Cancellation Policy:

A cancellation or postponement should be made immediately once it is known and confirmed in writing by email or post.

Should Forest School SNPT cancel an event an alternative date may be offered or a full refund will be made. Reasons for cancellation might include weather (high winds, trainer / leader illness)

Should client/participants cancel the following charges apply:

- 15 days or more prior to the event – full refund of deposits – no fee
- 14 days or less (or failure to attend) – loss of deposit.

Payment methods:

- Via PayPal account. The email address for PAYPAL payment is info@forestschoolsnpt.org.uk
- Direct online payment via your bank account to Forest School. Our bank details are: Forest School SNPT Ltd / Account no: 02745248 / Sort code: 30-93-53
- Our preference is for online payment but if you don't have this facility then we can take payment via cheque (payable to Forest School SNPT)