



Professional Training Programmes

Terms and Conditions of Booking

1. These terms and conditions have been designed to treat trainees fairly and respectfully in order to provide a top quality service. They also describe the service and support trainees can expect from Interstellar Dorset.

* Making a booking

2. By making a booking with us, you will be deemed to have read, understood and accepted these terms and conditions. You will also be deemed to have sought appropriate management authorisation relating to the payment of fees due and the availability of the delegate(s) to attend all course dates. Invoices and confirmation of your bookings will be sent by email to the addresses provided at the booking stage.

* Making payments

3. We offer payments online at the point of booking and this is preferred
4. Alternatively, we can send you an invoice but payment must be made either within 30 days or 24 hours before the training date, whichever is first, or your booking may be cancelled
5. Prices quoted are exclusive of VAT unless otherwise stated

* Booking changes and cancellations

6. We understand that things can change after making a booking. We therefore operate a flexible and fair approach to make changes as detailed below
7. More than one calendar month prior to the commencement of a training programme, you can cancel your registration and receive a full refund
8. Less than one calendar month prior to the commencement of a training programme, full course fees are applicable in the event of cancellation. You can, however, substitute your place with another candidate for a rescheduling fee of £50+VAT, per change, up to 5 working days before the training date.

* Trainee code of conduct

9. We expect all delegates to behave in an appropriate, respectful and professional manner at all times. This includes but is not limited to:-
 - a. Joining the course on time
 - b. Being present from start to finish (or you may be recorded as not attending)
 - c. Taking an active and positive part in the course
 - d. Having phones or other devices on silent / do not disturb, and only using them in breaks, or, in emergencies, leaving the room, unless they are being used for note-taking
 - e. Not taking photos or videos, for reasons of confidentiality. Slides will be shared, and delegates can share our social media posts if they wish to highlight their attendance



a society free from abuse

www.interstellardorset.co.uk