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Quest for Learning Booking Terms and Conditions

1. Bookings must be made either by Eventbrite or by using a Quest for Learning Booking Form. Places cannot be guaranteed for phone or email bookings.
2. Payment is by card via Eventbrite.
3. A request to pay by invoice can be made to Quest for Learning; a booking fee of £5 will be charged for each invoice that needs to be raised. Quest for Learning reserves the right to decline the request. If this payment method is agreed, invoices will be issued approximately one week before the course begins. Invoices are to be paid within 30 days of the invoice date.
4. If a booking is cancelled within five working days of the beginning of the course, no refund or credit will be issued.
5. If a booking is cancelled between 6 and 10 working days before the beginning of the course, a credit for another course will be offered.
6. If a booking is cancelled 11 or more working days before the beginning of a course, a full refund will be given.
7. We reserve the right to cancel a course in the event of insufficient bookings or for any other relevant reason. In the event of a course being cancelled, a full refund will be given. We will always aim to give delegates maximum notice of a cancellation.
8. We reserve the right to reschedule a course in the event of insufficient bookings or for any other relevant reason. In the event of a course being rescheduled, bookings will automatically be carried forward to the new date. If a delegate is unable to make the new date, a credit for another course will be offered. We will always aim to give delegates maximum notice of a postponement.
9. The name of the delegate attending a course can be changed by the booker at any time after the initial booking is made, without incurring an additional charge, but new delegate details should be confirmed in writing in advance of the course.

July 2019