



## TERMS AND CONDITIONS OF BOOKING

### Bookings

- Courses should be booked by either completing the relevant online booking form on The Diamond Teaching School Alliance website courses page or by emailing [cpd@diamondtsa.com](mailto:cpd@diamondtsa.com)
- On receipt of valid booking details we will issue a course confirmation letter. This secures your place on the course and commits you to pay the attendance or cancellation fee.
- Places on courses will be allocated and confirmed on a first come first served basis.

### Payment

- Courses will be charged at the price shown on the website and in the course booklet at the time of booking.
- An invoice will be issued after the course.
- Full payment is required 10 working days after receipt of the invoice.

### Cancelling or changing your booking

- If you need to cancel your booking please inform us by email: [cpd@diamondtsa.com](mailto:cpd@diamondtsa.com)
- A substitute delegate may attend at no extra charge.
- Cancellations will incur the following charges:
  - ~ More than 4 weeks prior to course - No charge
  - ~ Less than 2 weeks' notice given – 50% course fee
  - ~ Less than 4 days' notice – full course fee
- If you do not attend the course without previously informing us, the full course fee remains payable.
- If there are extenuating circumstances for cancellations or 'no-shows', the Alliance will exercise discretion regarding charges.
- If the course or any part of the course is cancelled by The Diamond Teaching School Alliance then we will initially seek to re-programme the dates. If this is not possible, we will not charge.
- Diamond TSA reserves the right to make changes to its scheduled courses including content, timings, dates and venue for reasons including but not limited to illness, adverse weather conditions or insufficient demand for the training course. In such cases you will be informed as soon as possible.

