

## CPD Booking Terms & Conditions

These terms & conditions are correct as of May 2015. Octavo Partnership reserves the right to make amends to these terms and conditions as necessary and will notify affected parties accordingly.

### 1. Charges

Most programmes are charged in line with our standard CPD rates:

Day rate	<b>£208/£190*</b> per delegate
Half day rate	<b>£104/£95*</b> per delegate
Twilight rate	<b>£54/£47.50*</b> per delegate
Conferences	<b>£220/£200*</b> per delegate per day

*\* discounted rate for paid up Croydon CHTA members*

Where possible discounts against the standard rates are offered and are detailed on the specific course information. For up-to-date information see <http://sla.octavopartnership.org/Courses>

### 2. How to sign up / Booking methods

- 2.1 All scheduled courses are listed on our course calendar at <http://sla.octavopartnership.org/Courses> whilst details of bespoke in-school training can be viewed and booked under 'Tailored' training or via the 'Services' section of the Octavo portal, or by contacting your school's Link Advisor.
- 2.2 To book a place on a course for yourself or a member of your staff you will require user log in details. In order to be set up as a user please email your full name, position in school and contact number to [enquiries@octavopartnership.org](mailto:enquiries@octavopartnership.org).
- 2.3 All users will have rights to add training bookings to their school shopping basket, however these bookings will need to be 'checked out' from the school shopping basket by a member of staff with full purchasing rights (either a Headteacher, School Business Manager or someone such as a CPD leader with delegated purchasing rights) before the booking process is complete. If you think you require full purchasing rights we will need written confirmation from your headteacher or a senior leader at your school.
- 2.4 Once a course booking is initiated the delegate will receive an email with the course information and booking terms and conditions.
- 2.5 It is the responsibility of the delegate to ensure that the final stage of the booking process is completed and the course booking is 'checked out' by a member of staff with full purchasing rights. If a booking has not been approved in this manner, the booking will be considered incomplete and the delegate may be turned away from the course.

### 3. Booking conditions / Cancellations

- 3.1 Should you wish to cancel a course booking you are required to notify Octavo in writing by emailing [enquiries@octavopartnership.org](mailto:enquiries@octavopartnership.org) Cancellation will only take effect after notice in writing is received.
- 3.2 Cancellation fee schedule:
- |                   |            |
|-------------------|------------|
| Within 4 weeks    | 50% refund |
| Within 2 weeks    | No refund  |
| Failure to attend | No refund  |
- 3.3 Substitution of another delegate from the same school/organisation will be accepted where the original delegate is no longer able to attend, provided that advance notice is given in writing.
- 3.4 Minimum numbers apply. Whilst we do our best not to cancel courses we are unable to run a course with insufficient authorised delegates. Course viability is assessed up to two weeks prior to the course date. Therefore it is imperative that you ensure your full booking process, including authorisation, is completed at least 2 weeks prior to the course date. Please contact us if you are having any difficulty and we will be happy to assist you.
- 3.5 Whilst the majority of our courses run successfully there are limited occasions where courses may need to be cancelled or postponed due to insufficient sign up or unforeseen circumstances. In such instances our team will make every effort to contact the delegate concerned or the school. Therefore please ensure your details are kept up-to-date on the Octavo Partnership portal.
- 3.6 Where courses are cancelled by Octavo, we will seek to reschedule in the first instance and bookings will be transferred accordingly. Where another date cannot be accommodated or is not suitable to the delegate, full refunds will be issued.
- 3.7 Octavo reserve the right to ask any delegate to leave a course as a result of disruptive or inappropriate behaviour, such a decision being at the sole discretion of the course leader. In such circumstance Octavo will not offer any alternative dates or refunds.

### 4. Refunds

- 4.1 Refund requests not covered by our cancellation policy will be considered under our complaints procedure. Complaints relating to CPD can be addressed to [Natalie.Kruger@octavopartnership.org](mailto:Natalie.Kruger@octavopartnership.org)