

## **Booking Notes, Terms and conditions**

### **Fees**

The course fee includes light refreshments and seminar documentation and where applicable or specifically booked, lunch.

### **Booking Terms**

Any invoices that are sent to participants for course fees must be paid by the date of on the invoice. Only once payment has been received in full will a place on the proposed course/seminar be guaranteed for you.

Registering your details on the online booking form for a particular course will constitute a confirmed booking for you and will generate an invoice which will need to be paid by yourself to secure your place. If sending the booking form by post or email – once received by us will also constitute a confirmed booking. Confirmation of payment and receipts will subsequently be provided by Dentac for all successful transactions.

The delegate(s) and/or employers where applicable are jointly and severally liable for payment of all the fees due. In the event of a legal dispute the matter is to be heard in and transferred if necessary to the county court nominated by Dentac.

### **Acknowledgement of Bookings**

Confirmation of registration, venue details and invoice or receipts will be sent in acknowledgement of all bookings. Anyone not having received these details within 48 hours of the course should telephone or email us to confirm that a place has been booked.

### **Course Cancellation Policy**

1. Late cancellations received between 1 day and 14 days (inclusive) prior to the course start date, will have no refund given.
2. Failure to attend the course on the day will be treated as late cancellation and no refund will be given.

Please note: Every effort will be made to avoid unnecessary changes to course arrangements however in the unlikely event that a course has to be cancelled or its date altered, a full refund will be offered to all course participants.

- If due to unforeseen circumstances a course is cancelled or postponed by us, the candidate will be offered the next available date for the course in the first instance or in the event where the candidate wishes to cancel, the monies paid will be refunded to them in full. In case of serious equipment failure during a course or a power cut we reserve the right to reschedule the affected course days.

- We may take numerous photographs during our courses for promotional purposes. You agree for us to use any such photo's of your training sessions to be used in our future promotions. If this is a problem for you then you must inform us immediately at the time of booking in writing via email at [admin@dentac.co.uk](mailto:admin@dentac.co.uk) and in person when you attend the course.
- Dentac does not tolerate abusive or threatening language or behaviour towards any of our tutors, staff and delegates. Any offender committing such offences will be asked to leave the premises immediately and no refund will be applicable.
- All wilful damage will be charged at cost. Removal of any equipment is prohibited. Anyone caught removing any equipment without our permission will be asked to leave the course immediately and the matter reported to the authorities.