

BOOKING ARRANGEMENTS AND CANCELLATION CHARGES



<p>Booking arrangements</p>	<p>Places can only be secured by completing the appropriate booking form which is available on request from the Training Department at the ARC (NI) office.</p> <p>Tel: 028 9038 0960 Email: training.ni@arcuk.org.uk</p> <p>Place will be allocated on a <i>first come, first serve basis</i>, so early booking is advisable.</p>												
<p>Your cancellation charges</p>	<p>If you are unable to attend the course you are booked on, you may substitute, by prior arrangement and after notifying us, someone else from your organisation.</p> <p>If you are unable to attend, and cannot or do not wish to give the place to someone else in your organisation, we may accept the fee paid as payment towards a place on the same or another course that takes place within 12 months following the originally booked event.</p> <p>Such a transfer will be on condition that we are informed in writing of your intentions two weeks prior to the originally booked event. Bookings can only be transferred once.</p> <p>If you are unable to attend, and not in a position either to transfer your place to another person or to another event, then the following charges will apply:</p> <p>Cancellation charges - training courses</p> <table data-bbox="496 1155 1139 1256"> <tr> <td>10 working days before the course:</td> <td>50%</td> </tr> <tr> <td>5 working days before the course:</td> <td>75%</td> </tr> <tr> <td>less than 4 working days before the course:</td> <td>100%</td> </tr> </table> <p>Please note that full payment is required for non-attendance on a booking that has been transferred.</p> <p>Free Courses – The charges applied to free courses for cancellation or non-attendance is as follows:</p> <table data-bbox="496 1473 1193 1574"> <tr> <td>10 working days before the course:</td> <td>no charge</td> </tr> <tr> <td>5 working days before the course:</td> <td>£15</td> </tr> <tr> <td>Non-attendance:</td> <td>£30</td> </tr> </table>	10 working days before the course:	50%	5 working days before the course:	75%	less than 4 working days before the course:	100%	10 working days before the course:	no charge	5 working days before the course:	£15	Non-attendance:	£30
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<p>ARC's cancellation</p>	<p>ARC NI events and courses are periodically updated and while we endeavour to deliver the courses as advertised there may inevitably be occasions where we have to change content without prior notice or, in exceptional circumstances, to cancel an event.</p> <p>In the case of a course cancellation delegates will either be offered an alternative date, a credit note or a full refund and we will also consider any reasonable request to cover non-refundable travel arrangements if a course is cancelled within 2 working days of the start day.</p>												

For cancellation charges please see overleaf

Venue unless otherwise stated	ARC (NI) Ash Grove Wildflower Way Boucher Road BELFAST BT12 6TA Tel: 028 9038 0960	
Costs unless otherwise stated	<u>Full Day Session</u> ARC Member: £85.00 Non-Member: £105.00	<u>Half Day Session</u> ARC Member: £45.00 Non-Member: £60.00