

Booking and Cancellation Terms and Conditions:

The person who completes the booking is 'the client' and is therefore subject to the booking and cancellation terms and conditions. Participant details must be for the person attending the course, the client is responsible for providing the correct details so Ali Pennington Makaton Tutor can contact the participant directly.

Failure to provide the correct information may result in the participant not being able to access the training and if this occurs, Ali Pennington shall not be responsible. By arranging the booking via email, the client agrees to the dates and times booked.

In the case of invoicing an organisation, once a booking has been completed the client is obligated to transfer the invoice to their administrator and secure prompt payment.

Please note: Bookings are not confirmed on the booked dates and times until payment has been made. No training will take place, even if provisionally booked, until full payment has been received. Payment terms will be on the invoice. Late payments will incur a fine. Overdue payments will incur statutory interest charged at 8% of the invoice total per month until the balance is paid.

All invoices are payable without any discount or payment plans of any kind unless otherwise agreed in writing. Ali Pennington, Makaton Tutor, reserves the right to cancel or postpone the course at short notice, in the case of Ali Pennington cancelling the course the client will be offered an alternative course date if available or a full refund.

Ali Pennington cannot be held liable for any costs the client may incur in arranging travel and/or accommodation in relation to the course should the course be cancelled or postponed.

Cancellation by the Client or Participant: Cancellations must be received in writing via email and Ali Pennington will accept the cancellation based on the date it is received in writing. In the event of the client wishing to cancel a booking, they are subject to the following charges plus any costs already incurred by Ali Pennington:

Virtual courses: A 6 week notice period for full refund minus manual cost if the manual has already been received by the participant. No refund if less than 6 weeks before event; this includes any deposits paid to secure the date if the full payment has not yet been paid. If less than 6 weeks notice is given, you will be liable for the full course fee. NO REFUNDS will be given due to mechanical failure on the part of the participant/s, please ensure participants' internet has a stable connection and your camera, mic and speakers are tested and working PRIOR to training.

In-person courses: A 6 week notice period for full refund No refund if less than 6 weeks before event; this includes any deposits paid to secure the date if the full payment has not yet been paid. If less than 6 weeks notice is given, you will be liable for the full course fee. In the case of costs being incurred by Ali Pennington and retained at the point of cancellation, Ali Pennington will produce copies of any documentation and receipts and make them available to the client. Participant Illness or Absence: Should you (or the persons booked onto the course) suffer illness on the day of the course, you must contact the trainer via text or email on or before the training day to let them know.

Ali Pennington is under no obligation to provide you with an alternative date, as sickness or absence is classed as cancellation on day 0 and therefore subject to 100% course fee cost. However, if Ali Pennington has spaces on another course, she will try to offer you an alternative date. These will be offered on the basis of what space they have available and may not include some of our popular dates, times or preferred venue.

Cancellation terms do not reinstate. Cancellation is based on the original course date and therefore if you are unable to attend your alternative date for any reason you will not be entitled to a refund and will not be offered another alternative. Where Ali Pennington can offer alternative dates, they will only do so for 1 year after the original date of the course. If in that time you do not find a suitable date, or you do not attend your agreed course, you will not be offered an alternative.

Should the client wish to transfer onto an alternative course date prior to their original course date, the request must be put in writing and must be made at least 6 weeks prior for in-person courses and for online courses, prior to commencement of the course. Ali Pennington will try to accommodate the request where possible.

Only one transfer request per person will be received. If you wish to transfer your booking to someone else, you must email the name, email address and mobile number of the person taking the place at least 24 hours before Day 1 of the course.

It is the Clients responsibility to ensure that the new participant has also received any manuals and resources that were sent to the original participant in time for the course start. In the case of staff training booked, no refunds will be offered if any participant/s are unable to attend once payment has been made.

Ali Pennington reserves the right to change the Booking and Cancellation Policy.