CSLM Booking Terms & Conditions

1. Acceptance of Terms

By booking a place on a CSLM course delivered by the Allerton Project ("the Provider"), the individual or organisation making the booking ("the Delegate") agrees to be bound by these Terms and Conditions.

2. Course Booking and Payment

2.1 A course place is only confirmed once a booking has been accepted by the Provider and paid for by the Delegate/their organisation in full.

2.2 Full payment must be received 4 weeks prior to the course start date unless otherwise agreed in writing. Where payment method is via invoice, invoice will be issued payment by return.

2.3 Failure to make payment in accordance with the invoice terms may result in cancellation of the booking.

2.4 Failure to pay in full 4 weeks prior to the course start date will result in the Delegate's place on the course being suspended and being made available for resale until such time as payment has been made in full.

3. Delegate Cancellation Policy

3.1 All cancellations must be submitted in writing by email.

3.2 Cancellation charges apply as follows:

- **More than 4 weeks before the course start date**: Full refund or cancellation without penalty.
- **2–4 weeks before the course start date:** 50% of the course fee will be retained or invoiced if unpaid.
- **Less than 2 weeks before the course start date**: 100% of the course fee will be retained or invoiced.

3.3 If the course fee has not yet been paid at the time of cancellation, the Client remains liable for the applicable cancellation fee and an invoice will be issued accordingly.

4. Substitution of Delegates

4.1 A substitute delegate from the same organisation may attend in place of the original delegate on the same course dates at no additional cost.

5. Transfer to Another Course Date

5.1 Requests to transfer to an alternative course date must be submitted at least 4 weeks before the course start date.

5.2 Transfers are subject to availability and at the Provider's discretion.

5.3 A delegate may transfer once without charge. Any subsequent transfers will incur a **£50 administration fee per change**.

5.4 If a delegate requests change of courses **whilst attending a current course**, the provider will assess and allocate a replacement place at their discretion.

6. Course Cancellation or Rescheduling by the Provider

6.1 The Provider reserves the right to cancel or reschedule a course where necessary (including but not limited to insufficient enrolment, trainer availability, or unforeseen circumstances).

6.2 In such cases, Clients will be offered:

- an alternative course date, or
- a full refund of the course fee.

6.3 The Provider will not be liable for any additional costs incurred by the Client, including travel, accommodation, or other expenses.

7. Liability

7.1 The Provider will take all reasonable steps to ensure a safe training environment.

7.2 The Provider accepts no liability for loss, damage, or injury arising from attendance on the course except where such liability arises from proven negligence.

8. Intellectual Property

8.1 All course materials, resources, and training content provided by the Allerton Project remain the intellectual property of the Provider.

8.2 These materials may not be reproduced, distributed, shared, or used for commercial purposes without prior written permission.

9. Data Protection and Privacy

9.1 Personal data collected during the booking process will be handled in accordance with the Provider's Privacy Policy.

9.2 A copy of the Privacy Policy can be accessed at: allertontrust.org.uk/privacy-policy/

10. Agreement

By completing a booking for a CSLM course with the Allerton Project, the Client confirms that they have read, understood, and agree to these Terms and Conditions.

11. Photography and Videography Consent

By attending this course, the Delegate acknowledges that photographs and/or video recordings may be taken for promotional, marketing, reporting, educational, and communications purposes, including but not limited to websites, social media channels, newsletters, presentations, and printed materials. Delegates who do not wish to be photographed or recorded should notify the Provider in advance of the course or make themselves known to a member of staff on the day, and reasonable efforts will be made to accommodate their request.