

## Ellis Whittam Training Terms & Conditions

### Registration

To book a place on a course Ellis Whittam accepts registrations by post, email, phone and through the Ellis Whittam website. In making such registrations Clients accept these registration terms and conditions.

### Payment

#### *Open (Public) Courses*

All fees are payable in advance of the first day of the event (14 days). Ellis Whittam reserves the right to refuse admission to the course until payment is received. Fees quoted are correct at the time of publication and are exclusive of VAT which must be paid in addition to the quoted fee, at invoice date, chargeable at the standard rate then in force.

#### *Closed (On-site Client specific) Courses*

Following confirmation of your order you will be sent an invoice for the course fees. Payment is required 14 days before the start date of the course booked. If we have not received payment we reserve the right to cancel the course and recover any reasonable costs incurred. Provisional bookings may be made but they must be cancelled or confirmed at least 21 days before the course date or else they will be considered a firm booking and so will be subject to our standard booking and cancellation terms.

Payment can be made by CHEQUE; BACS; CREDIT CARD.

### Cancellations

Ellis Whittam reserves the right to:

- cancel your registration at any time up to and including the date of the course;
- alter the dates for the course and;
- change the individual or service provider of the course.

In the event of Ellis Whittam cancelling delegates will be given the opportunity to transfer to another scheduled course or an alternative date may be offered. Otherwise Non-Client delegates will receive a full refund of the course and existing Clients will receive a credit note or a full refund of the course.

Ellis Whittam will aim to give a minimum of 14 days' notice of cancellation and shall assume no liability for costs incurred by delegates.

#### *Client cancellation*

If you wish to cancel your booking the following terms will apply:

- Cancellation more than 21 days prior to the start of the course: **NO CHARGE**
- Cancellation between 21 and 14 days prior to the start of the course: **50% REFUND.**  
*(If you prefer once payment has been received for the original booking we may be able to transfer your place to another course date that is running within 12 months of the original course date (notice must be given within the same 14 day time period – as above).*
- Cancellation within 14 days prior to the start of the course: **NO REFUND.**

No refund will be made for non-attendance on the course/event. Named substitutions can be made at any time before the event without penalty.

### **Notification of Cancellation**

Telephone cancellations can be accepted but must be confirmed immediately in writing (by post, e-mail or fax) as follows:

Ellis Whittam Ltd  
Woodhouse,  
Church Lane  
Aldford,  
Chester,  
CH3 6JD

Tel: 0845 229 8393  
email: [cmt@elliswhittam.com](mailto:cmt@elliswhittam.com)  
fax: 0845 226 8384

### **Changes to Course Content**

Ellis Whittam's events and courses are continuously updated to take into account current legislation and best practice. While we will endeavour to deliver the courses as advertised there may be occasions where we have to change content without prior notice or, in exceptional circumstances, to cancel a training course/event.

### **Reasonable Adjustments**

Reasonable adjustments to provision will be made to ensure that delegates with a learning difficulty, disability and/or a medical condition that affects their learning are not substantially disadvantaged. If you have a learning difficulty, disability and/or a medical condition, please ensure that we know what you need so that we can make all reasonable adjustments to help you succeed.

### **Data Protection Notice**

Ellis Whittam processes and stores personal data in accordance with the requirements of the Data Protection Act 1998. Any personal information supplied will be used primarily in answering enquiries, providing services or fulfilling any contractual obligations. Where necessary, consequent upon the way we organise our business, personal data may also be used for operational and administrative purposes. Personal data will not be released to non associated third parties unless there is a legal or regulatory reason to do so or unless the third party fulfils a service on our behalf. We will not store personal data longer than is reasonably necessary. If you do not wish us to store personal information regarding you please contact the Data Controller at Ellis Whittam, Woodhouse, Church Lane, Aldford, Chester, CH72GD. The Data Protection Act 1998 obliges us to lodge a notification with the Information Commissioner describing the purposes for which we process personal information. The details are available from the Commissioners' office or on the Commissioners website. Under the Data Protection Act 1998 you are entitled on payment of a fee to a copy of the information we hold about you.