

CTA Training and Events Terms and Conditions:

Booking

All bookings must be made through a delegate booking form; applications by phone are not accepted. Registration is on a 'first come first served' basis.

On receipt of your form, subject to availability, your place will be confirmed by e-mail within a week of receipt. If you do not receive confirmation within two weeks please contact the CTA to check receipt of your application.

Payment of fees

All fees must be paid in full by the event. Payment can be made by BACS, cheque or credit card. If an invoice is requested, payment is due 30 days from date of invoice, unless the place is booked within 30 days of the conference date in which case full settlement is required within 7 days.

BACS details: A/C number: 10006300, Sort code: 16-22-19, Royal Bank of Scotland

Cancellations by the CTA

The CTA reserves the right to alter the event/course, speakers, date or venue without notice. In the event that CTA cancels a course entirely a full refund will be provided to delegates. The CTA will not refund any additional costs that have already been incurred by a delegate, for example travel costs.

Cancellation or amendment of delegate bookings

Bookings can be transferred to another delegate free of charge.

Cancellations must be received in writing either by email, post or fax. The date of cancellation will be the date on which the letter or email arrives at the CTA office.

Less than 2 weeks notice or non-attendance: No fees are refundable

The CTA is not able to offer refunds for cancellations or non-attendance arising from incidents outside of the CTA's control, including adverse weather conditions, flooding, or industrial action.

Data Protection

The CTA does not pass your details on to any external companies for marketing purposes.

The information you provide will be held on a database to process the booking. It will also be used to keep you up to date on relevant CTA products and services. You have the right to ask for a copy of the information we hold on you and to have any inaccuracies corrected, and to tell us in writing if you do not wish to receive further correspondence from us by mail, telephone, email or other means.