

## Ukie CIM Course Delegate Terms & Conditions

### Bookings

Can be made by post, email or online and are regarded as confirmed bookings when made. Online booking forms can be accessed at <http://bookwhen.com/ukietraining>

Bookings should be confirmed within 10 days and can only be regarded as provisional until we have received written confirmation.

### Cancellations

Written notification of cancellation of the course booking within 0 – 30 days of the course date, or failure to attend a course without prior written notification, will be subject to the scale of charges shown in the Transfer and Cancellation table. The full course fee is due 30 days prior to the course start date.

Courses booked inside 30 days must be paid immediately. If payment has already been made only the remaining percentage of the course fee, after the transfer or cancellation charges have been applied, shall be refunded.

### Substitutions

Clients may substitute the original delegate with another person at no extra charge. Written notification is required to substitute a delegate.

### Transfers

Written notification is required to transfer a booking to another course. Course bookings can be transferred without charge when notification is received 31 or more days prior to the start date of the originally booked course.

Where notification is received 15-30 days (inclusive) of the start date of the originally booked course, a once only transfer is allowed with a 25% charge applied based on the original fee. The transfer charge will be 50% where notification is received 1 – 14 days (inclusive) of the course date. If that transfer is then cancelled or changed at any time, the full course fee remains payable. **Transfers on the day shall only be permitted when supported by a doctor's certificate. In all other circumstances 100% of the course fee will be payable.** Only one transfer is permitted per booking. Subsequent transfers or cancellations shall be affected in line with the conditions outlined in the Transfer and Cancellation table.

### Transfer and Cancellation Table

Number of days' notice	% Course fee payable <b>Cancellation</b>	% Course fee payable <b>Transfer</b>
31 + days	No charge	No charge
15 – 30 days	100% of fee due	25% of original fee
1 – 14 days	100% of fee due	50% of original fee
0 days (day of the course)	100% of fee due	100% of original fee

(The original event fee is the amount that has been invoiced, i.e. this may show a discount if one has been applied.)

All late bookings, first confirmed within 30 days of the event date, will be subject to normal cancellation and transfer terms and conditions. Entry to the course will be denied if payment has not been received or prior written agreement has not been given.

### **Split Module Training Courses**

Training courses which comprise of more than one module are designed to be attended in sequence to ensure continuity of Course Director and fellow delegates. Having attended the first module, if a delegate wishes to transfer their second module, a transfer fee equal to 25% of the total cost of the course will be levied. Transfers will only be allowed to the next available module.

### **Payment**

All course fees must be paid in full no later than 30 days prior to the start of the course or immediately for late bookings. Settlement of the invoice is only deemed to have happened when the full amount has been paid and cleared.

Ukie reserves the right to levy interest or administration charges in the event of payments being made by instalments. This should be agreed in writing in advance; default on payment due will result in the full balance becoming payable and possible removal from the course.

### **Bank Details – for your information**

Bank name:	Cooperative Bank
Address:	City Office 80 Cornhill LONDON EC3V 3NJ
Bank Sort Code:	08-02-28
Bank Account Number:	68451727
VAT Number:	505 5784 39
IBAN Code:	GB70 CPBK 0802 2868 4517 27 BIC - CPBK GB22
Account Contact:	Dave Maynard – Corporate Advisor
Telephone Number:	0207 977 2235

### **Accommodation and Transport**

Accommodation for 2+ day courses is optional. Prices are listed as inclusive and exclusive of accommodation. Inclusive residential courses include accommodation from the morning of the first day of the course to the final afternoon of the course (unless otherwise stated on the booking confirmation), in one of our spaciouly-designed study apartments. Any accommodation specific requests should be emailed to [Claire@ukie.org.uk](mailto:Claire@ukie.org.uk).

For airport transfers please contact your account handler who can supply details of a local taxi company, telephone **0207 534 0580** or email [Claire@ukie.org.uk](mailto:Claire@ukie.org.uk).

### **Cancellation of Course**

Ukie reserves the right to amend or cancel any course, course times, course content, dates or published prices. Changes to course prices, times and dates will be advised before the course start date and any course already paid in full will not be subject to any increased price. As a course may be cancelled up to two weeks prior to its start date, we recommend that delegates do not make travel arrangements before this time. Any travel costs incurred are entirely the delegate's responsibility. Ukie does not accept any liability for reimbursement of travel costs.

### **Intellectual Property**

All materials provided by Ukie remain the intellectual property of The Chartered Institute of Marketing and its partners, who assert their right to worldwide copyright unless specifically agreed otherwise in writing.

**Special Requirements**

Special requirements and dietary needs can be met and arrangements for personal religious worship or for disabled delegates easily made. Simply state your requirements at the time of booking and we will make all the necessary preparations prior to your arrival.

**Other Terms**

Ukie reserves the right to remove any delegate from their programme should their behaviour be deemed to be inappropriate by Ukie or its partners. This would result in no refund of course fees or other costs being paid.

This booking form and terms and conditions apply to CIM courses facilitated by Ukie.

**Ukie****21 – 27 Lamb’s Conduit Street****London****WC1N 3BD**

Tel: 0207 534 0580

Email: [claire@ukie.org.uk](mailto:claire@ukie.org.uk)

Website: <http://www.ukie.org.uk>