



SALC

SOMERSET ASSOCIATION OF LOCAL COUNCILS LTD

Terms & conditions for training

- All bookings must be made through the SALC website: someset-alc.org.uk and will be confirmed by email.
- Places are limited and in order that we can keep our members' training fees as low as possible, all fees are non-refundable and are due within 1 month of the date of the invoice.
- Once a booking has been made it cannot be cancelled. We do not run a 'provisional' booking system. All bookings will be charged for.
- A booking confirmation and invoice will be sent by email to the clerk within one month of the training event taking place.
- We understand that sometimes misfortune can strike, which means you can't make your booking. We are happy for you to transfer your place to another person, but please let us know before the session. If the session has a waiting list, we are prepared to transfer your place to another person, providing we have adequate notice.
 - In-house sessions: In instances of illness or other catastrophe we can agree to offer a replacement space on another SALC in-house course within the same financial year.
 - Externally provided sessions: Bookings for external training sessions will be charged for at full price in all circumstances. SALC has significant overheads to cover for such events and spaces are limited. It is unlikely that we will be able to offer an alternative date if the event is missed.
- Promotional free spaces on a session are not transferable to another course and can only be used by another person at the event for which they were allocated.
- Should a training session is full or oversubscribed we reserve the right to charge for otherwise free places should a delegate fail to attend.

- In the event that SALC has to cancel a training session the clerk will be notified by email or telephone, and we will re-schedule as soon as possible. If you are unable to attend the new date, we will reimburse any fee paid.
- Please ensure you have received an email confirmation of your booking before attending a training session. For sessions with limited places those who have not pre-booked will not be admitted.
- Please do not pay for the training until you have received an invoice, and please use the invoice number as your payment reference.

Thank you.