

TERMS AND CONDITIONS OF COURSE BOOKING

By making a booking you confirm that you have read and agree to the terms and conditions below.

PAYING FOR COURSES

Details of the fees and charges for each course are set out on our website.

Our courses are VAT exempt.

Payment must be made in full at the time of booking and prior to attending the course. Please note we are only able to accept payment via our online booking form, or by invoice on request. Bookings will be confirmed once payment has been made via an email receipt. Essex County Council reserves the right to refuse you admission to your course if you have not paid all compulsory fees and other charges before the course starts.

RESERVING SPACES

In some cases, we can reserve course spaces. If a reservation is possible, we will require payment by an agreed time at reservation.

CANCELLATION OF COURSE BY ESSEX COUNTY COUNCIL

We reserve the right to cancel any of our advertised courses. In the unlikely event a course is cancelled, we will aim to provide attendees as much notice as possible. A refund will be offered in full, or you may transfer the value to another of our courses.

CANCELLATION OF BOOKING BY ATTENDEES

If a booking is cancelled **more than 2 weeks** in advance, we will offer a full refund. If a booking is cancelled **less than 2 weeks** before the course, then you will not be entitled to a refund. However, in exceptional circumstances and at the discretion of Essex County Council, a refund may be offered if the space can be filled.

CHANGES TO PUBLISHED INFORMATION

At the time of publishing all information is correct, however, Essex County Council reserve the right to make changes to the programme if necessary. Any attendees booked on events that are affected by changes will be contacted as soon as possible.

PERSONAL DATA

Essex County Council will collect and use information about you in accordance with the [Privacy Policy](#) on our website. This includes ensuring that your data will only be used in a way which is fair, lawful, and secure.

HEALTH AND SAFETY

By paying your fees you agree to comply with the Council's [Health and Safety Policy Statement](#). Attendees will be forewarned of any risks and mitigations identified before the course.

ACCESSIBILITY

Essex County Council make every effort to ensure our course venues are fully accessible, but due to the location of some courses, not all venues are fully accessible.

CHANGES AS A RESULT OF A PANDEMIC, EPIDEMIC OR LOCAL HEALTH EMERGENCY

Where a pandemic, epidemic or local health emergency necessitating measures to reduce risk of infection or illness arises or has already arisen, Essex County Council may make reasonable changes to comply with government or local authority regulations or guidance, and its own health and safety advice to ensure the health and safety of staff and attendees.

COMPLAINTS AND COMPLIMENTS

Feedback can be provided through our feedback forms, made available at the end of our courses, or through the [Contact Page](#) on our website.

