



Terms & Conditions for Open Course Training

Payment. The full cost of the course **must** be paid, in full no later than **2 weeks** before the start date of the course. If the course you're booking is less than 2 weeks away full payment must be made via credit/debt card at the time of booking.

We reserve the right to refuse admission where course fees have not been paid.

Cancellation / Failure to attend. We accept cancellation without penalty up to 3 weeks before the workshop date. Sorry, no refunds can be offered for cancellations made less than 3 weeks before the workshop, or where delegates fail to attend booked training.

Transfer of training. If you are unable to attend your training, we are pleased to accept substitutions - please notify us if you wish to send a colleague in your place.

Please notify us of any substitutions at least 3 days prior to the course. We reserve the right to charge a nominal administration fee where substitutions are made with less than 3 days notice.

Fees. The fees quoted on our website and in any publicity are correct at the time of publication, but we reserve the right to alter the cost of courses.

Discounts & Special Offers. McCrudden Training offers discounts to members of the Eastbourne and District Chamber of Commerce and Eastbourne Hospitality Association. These can only be accessed if your booking is placed via these agencies, and these discounts cannot be combined with any other offers unless explicitly stated.

Discounted rates shown on our website and in published material are correct at the time of publication. McCrudden Training reserves the right to alter or withdraw discounts at any time. Discounts must be claimed at the time of booking, and will not be automatically applied.

Withdrawal of Workshops. McCrudden Training reserves the right to withdraw workshops without liability. Wherever possible, the decision to cancel a workshop will be taken no later than 2 weeks prior to its scheduled date. If workshops are cancelled, delegates booked on those events will be offered a full refund, or the option to transfer to the next scheduled workshop.

We advise you to confirm that your workshop is running before booking any train travel or other non-refundable expenses.