

Cancellation Policy: Terms and Conditions

Huddersfield & District Textile Training Company Ltd (HDTTC) operates a Cancellation Policy for all programmes.

- **Costs:** With the exception of funded training, **HDTTC** training courses are subject to VAT at the current rate. Course fees include tuition on the day(s), relevant course materials & refreshments. Lunch will also be provided for courses that are held over a full day.
- **Joining Instructions:** A course confirmation detailing the course date/times, venue details and a map giving directions to the centre will be emailed at the time of the booking. A reminder outlining the same information will also be sent 2 weeks prior to the start of the course. If you have not received a confirmation prior to the start of the course, please call 01484 346500 and ask to speak to a member of the Training & Learning team. **HDTTC** will not be held responsible for non receipt of joining instructions and refunds will not be issued under such circumstances.
- **Course Transfers:** There is no charge for transferring your booking to the same course on an alternative date provided you notify **HDTTC** by email/over the telephone up to 10 working days before the start and that there is availability. However, a transfer fee of £25 + VAT will be payable if the notice is received less than 10 working days before the start of the original course. No refund will be made in the event of a transfer.
- **Course Cancellation:** If you contact **HDTTC** in excess of 1 calendar month from the course start date then there will be no charge. Cancellation between 1 calendar month and 10 working days will incur a 50% charge. Cancellation with less than 10 working days' notice will incur a 100% charge if you are unable to nominate a substitute attendee. Substitutions should be named to **HDTTC** at least 72 hours prior to the course start date. Substitutions are not permitted if the delegate has already been registered with the awarding body.
- **Non-attendance:** If you fail to attend the course on which you are booked and have not given prior notice to **HDTTC** then the course fee will remain payable in full.
- **Cancellation by HDTTC:** In any case where circumstances are beyond our control, **HDTTC** reserves the right to cancel or postpone the course. Delegates will be notified immediately and an alternative course date will be provided. Compensation will not be paid for any additional costs incurred.
- **Liability:** **HDTTC** does not accept responsibility for anyone acting as a result of information or views expressed on its training courses including course material. Opinions expressed are those of individual trainers and not necessarily those of **HDTTC**.

