

# CAW CPD and Events Terms and Conditions

These terms and conditions apply to delegates attending any course or event offered by The College of Animal Welfare Ltd and/or CAW Publishing Ltd (herein referred to as The Organiser) and cannot be changed unless specifically agreed in writing.

1. All fees will be paid at the point of booking.
2. An application for a place on a course or event will not be guaranteed as a booking until full payment has been received, unless otherwise agreed by the Organiser in writing. The Organiser regrets that provisional telephone bookings cannot be accepted as a guaranteed booking until payment in full has been received. All course bookings are confirmed by email.
3. Once a course or event has commenced the place belongs to the delegate and not the employer regardless of who paid the fees.
4. Cancellation requests after places have been confirmed will only be accepted if made not less than 14 working days prior to the course date. Otherwise, full fees remain payable.
5. Accepted cancellations will be processed minus the cost of the external booking service fee (set by Eventbrite).
6. Any refund will be up to any promotional discount used; no refund will exceed the amount you have paid.
7. The Organiser reserves the right to discontinue a voucher, discount or promotion at any time or to modify any associated terms and conditions.
8. Requests to substitute a delegate will be accepted up to five working days prior to the course date without charge, otherwise a £50 charge per delegate will be levied.
9. A £10 administration charge will be levied where a client requests an invoice. Payment is due upon receipt and must be paid prior to the course.
10. The Organiser reserves the right to cancel a course or event at any time and to offer an alternative date, a credit or a full refund, without liability for any consequential or indirect loss.
11. The Organiser is constantly updating and improving their offering; and reserve the right to alter any aspect of the courses content without prior notice.
12. All recordings and content are protected by copyright and may not be reproduced without the written permission of The Organiser.

13. Access to recordings will be available post-event, via a password secure area of our website. Access is solely for use of paid delegates and should not be shared.
14. All delegates must be at least 16 years of age, unless otherwise agreed by The Organiser in writing.
15. All data and information held by The Organiser may be shared with other related businesses of the College, awarding bodies and other government funding and inspection agencies. All information will be handled in accordance with current legislation.