

Pay As You Go Training (for schools without a subscription which covers training)

Booking

- By proceeding with a booking you are asking us to reserve a place for you on the stated event.
- Your request for a place on the event will be confirmed by email immediately and this will then go to your Headteacher or Business Manager for approval. This will confirm the venue and times.
- If you do not receive a confirmation of the event, please email us at BELS.Training@barnet.gov.uk
- **PLEASE NOTE: It is your responsibility to ensure that you have permission to make a booking and have received any required purchase-order number where needed, as this will enter you and your organisation into a contract with us. This means that your organisation will be charged for the event/conference costs.**

Payment

- Payment for the event fee must be paid in full within 30 days of an invoice from us.
- BELS reserve the right to charge interest on all outstanding amounts at a rate of 2% per calendar month or part thereof from the last date that payment was due to the date the payment is made.

Cancellation

- We reserve the right to cancel an event or postpone it in any circumstance. If an event is to be cancelled or postponed due to insufficient numbers, we will inform you before the event. If this occurs you can either transfer to another event or cancel your place at no charge.
- In the event of the event being cancelled, an email will be sent to the email address supplied to advise of the cancellation. We will not be held responsible for any costs incurred or for the non-arrival of this cancellation email.

- All cancellations made by you, must be made via the BELS portal or by email to BELS.Training@barnet.gov.uk and contain the full booking details including organisation name, booking and delegate contact details. Your cancellation will be confirmed by us along with an invoice if any fees are due.
- The following charges will apply if you wish to cancel your booking:

10+ working days before an event = 0% of the fee

3-9 working days before an event = 50% of the fee

1-2 working days before an event = 100% of the fee*

**In exceptional circumstances, e.g. Ofsted Inspection we will waive the charge*

Transferring Delegates Events

- If you cancel your place you may incur a charge. However, you can ask someone else from your organisation to attend the event without incurring any cost.

Change to an event date, venue or content

- BELS reserves the right to change the event dates or venue without liability. We will endeavour to give you as much notice as possible of any change. If you are unable to attend the new date/venue, we will cancel your place at no charge.
- To ensure our events are always up to date, BELS reserve the right to alter the content and/or trainers at any time.

Our guarantee to you

We aim to provide a quality service. If you are not entirely satisfied, please call us to discuss your concerns and suggestions for improvement.

Traded Services with Training Subscriptions

Bookings for Training Subscriptions (BPSI, IAT, Governor Services etc)

- By proceeding with a booking you are asking us to book a place for you on the stated event to which your school has subscribed.
- Where the cost is £0, your request for a place on the event will be confirmed by email immediately and confirm venue and times.
If there is an additional charge to attend a training session, your Headteacher/School Business Manager/Finance Officer or CPD Leader will need to complete the process by checking out the item through the shopping basket.
- **PLEASE NOTE: It is your responsibility to ensure that you have permission to attend this training course and take time out of school.**

Cancellations of Training Courses using Subscription hours

For some BPSI courses and all IAT courses, where an allocation of hours is used to attend a training course, we reserve the right to still deduct those hours if you cancel your place(s) less than 2 days before the training is due to start, if no good reason is given.