

Terms & Conditions **Courses (including Conferences & Webinars)**

Payment

Invoice will be sent/enclosed along with your booking confirmation. If you have not already paid, **please pass this invoice to your school finance department or paying authority as soon as possible.** Payment can be made by cheque (payable to RE Today Services) credit card or BACS. Full booking fees need to be paid within **30 days from the invoice date, or 2 weeks prior to the event, whichever is the earliest. In all cases payment must reach us 2 weeks prior to the event in order to safeguard your place(s).**

Please note that RE Today fees are reviewed yearly, and prices shown are only valid until 31st December 2021.

Cancellation by the delegate

RE Today appreciates that it is sometimes necessary for delegates to cancel their bookings owing to unforeseen circumstances. Cancellation charges are therefore kept as low as possible. Please note that **cancellations will only be accepted in writing.** In the event of cancellation by delegates, the following charges will be levied to cover administration costs and any venue/additional charges which have to be met by RE Today:

Cancellation period	Charge
3 months or more	No charge
1 – 3 months	25% of course fee
15 - 28 days	50% of course fee
8 - 14 days	75% of course fee
1 – 7 days	100% of course fee

NATRE members are entitled to a range of discounts on selected courses, conferences and webinars. Please see the NATRE website of your welcome pack for full details.

If you register for a **webinar** and are unable to attend please provide us with a minimum 7 days written notice to cancel your place. Access information for online sessions will be provided a minimum of 7 days prior to the webinar. Cancellations after this cannot be accepted and you will be charged 100% of the fee. If you find yourself unable to attend a webinar at short notice, every effort will be made to give you access to the session recording, though this is not guaranteed.

Failure to notify us within this timescale will result in a charge of **£10** to cover administration costs.

Cancellation by RE Today Professional Services

In the case of a course / conference / webinar becoming impractical, owing to circumstances beyond our control, RE Today reserves the right to cancel the course / conference / webinar. If this is due to inadequate numbers booking for the course / conference/ Webinar, at least 15 days notice of cancellation will be given. Delegates will be given the option of transferring to another course / conference / webinar at no extra cost (where appropriate) or receiving a full credit/refund.