

Motivation Training Course Booking Policy

Payment

Course bookings may be made via Google checkout at the Motivation website, direct bank transfer, phone or post. Payment must be made in full no later than 30 working days prior to the start of the course. We reserve the right to reallocate the course place to another delegate if fees are not paid in time.

Transfers

Should circumstances mean that you need to transfer to another course date, the following charges will apply, dependent on notice given:

- More than 4 weeks prior to the course start date - 10% of the course fee.
- Two to four weeks working days prior to the event – 25% of the course fee
- Less than two weeks prior to the event – 50% of the course fee

The option to transfer delegates can only be used once, after which any movement will be considered a cancellation and any outstanding invoices will remain due irrespective of the number of working days' notice given for the cancellation.

Substituting delegates

If you wish to transfer a place on a course to another delegate the first change is free and thereafter there will be a 10% administration charge.

Cancellations

Should circumstances mean that you have to cancel your course and are unable to transfer your booking to another date at the time of cancellation, the following charges will apply:

- More than four weeks prior to the course date – no charge
- Two to four weeks prior to the course – 50% of the course fee
- Less than two weeks prior to the course or non-attendance on the day – 100% of course fee

Cancellations must be received in writing or via email to uktraining@motivation.org.uk and received by Motivation prior to the course date. Details must contain the course booking, organisation name and delegate contact details and invoice/receipt number. Verbal cancellations will not be accepted.

In exceptional circumstances this fee may be waived at the discretion of the Administration Manager. In such circumstances, write to the Administration Manager giving full details of why you were unable to attend enclosing any supporting documentation.

Unforeseen Circumstances

On occasion, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.