

## National Training Federation for Wales (NTfW) booking and cancellation policy

### Bookings:

- Delegate places on events/training courses will be allocated on a first come first served basis. Completing a booking form does not guarantee a place.
- An acknowledgement e-mail will automatically be generated advising you that your booking has been received and an invoice will follow within 14 days. If this is not received please contact NTfW by emailing [info@ntfw.org](mailto:info@ntfw.org) or telephone 029 2049 5861.
- Delegates will be allocated a place once a completed NTfW booking form has been received and an invoice has been sent out from the NTfW office.
- Joining instructions will be sent approximately 10 days prior to the event confirming the date, time, location and course details. Please contact [info@ntfw.org](mailto:info@ntfw.org) if you have not received the joining instructions at least 5 days prior to the event.
- Telephone bookings are not accepted.

### Cancellation of courses/events

- NTfW reserves the right to amend or cancel any course/event, times, dates or published prices. Changes to prices, times and dates will be advised before the course/event start date and any course/event already paid for in full will not be subject to the increased price.
- As a course/event may be cancelled up to four weeks prior to its start date, we recommend that delegates do not make travel or accommodation arrangements before this time. Any travel or accommodation costs incurred are entirely the delegate's responsibility. NTfW does not accept any liability for reimbursement of any costs incurred whatsoever in relation to its training courses or events.
- Where a course/event has been cancelled, delegates will be offered an alternative date for the same course/event, a credit towards another course/event or a refund.

### Cancellation of booking:

Where a firm booking has been accepted by NTfW and is subsequently cancelled, the customer will be liable for the following charges. All cancellations must be received in writing at least 14 days prior to the course/event.

- 22 days or more prior to the event - no fee
- 15-21 days prior to the event – 50% of course fee
- 14 days or less (or failure to attend) – 100% of course fee

### Data Protection Act 1998

The above details are held and processed by NTfW electronically. The information is used by NTfW for the administration of the training course and for the monitoring and promotion of the education sector in Wales. Contact details are made available to the trainer and other course attendees.

The data may be considered as sensitive personal data where the organisation is involved with matters relating to race, ethnic origins, politics, religions or similar beliefs, physical, mental health or sexual life.

**By booking onto an NTfW event you are agreeing to the above terms and conditions.**