

Experience Based Co-Design (EBCD) Course

Terms and Conditions

Payment Terms

1. The preferred method of payment is credit/debit card via our website and a receipt of payment will be provided.
2. If paying by invoice, if required, please ensure you have obtained a valid Purchase Order number before completing this booking.
3. Picker will raise an invoice as requested for payment via BACS, or similar, and this will be issued to the delegate or other contact as advised.
4. An invoice will normally be sent within five working days setting out the relevant payment instructions and terms. Payment is due from 30 days on receipt of the invoice.
5. Please include the invoice/reference number as the reference for the payment transaction.
6. If an EB CD course becomes fully booked, a waiting list will be established and delegates will be notified on a first come first serve basis if there are any cancellations.

Late Payment

7. After 30 days, interest may be added to the amount owed at the rate of 8% above the Bank of England Base Rate.
8. A £40 administration charge, in addition to the interest may be added for the collection of late payments.

Refund Policy

9. All bookings will be entitled to a refund if cancellation is received via email or in writing within 14 days of the date of the invoice or card payment.
10. For refunds there may be a £15 or 5% administration fee, whichever is the greater.
11. For bookings made within 30 days of the course start date, no refund will be made.
12. In the event that Picker has to cancel an EB CD course, we will refund any pre-paid fees in full.
13. Picker shall not be liable for reimbursing the cost of travel or accommodation arrangements made by individual delegates.

Force majeure

14. For the purposes of these terms and conditions, "force majeure" means any cause beyond our reasonable control including, but not limited to, war, acts of terrorism, governmental requirements, acts of local or central government or other competent authorities, acts of God and industrial disputes.
15. Picker will not be liable to you for failure to perform any obligation under these terms and conditions or in relation to your booking to the extent that the failure is caused by force majeure.

Recording disclaimer

16. During in-person courses we may take photographs and/or audio-visual recordings of the course. Any subsequent photographs or recordings may be used in future Picker publicity materials only.
17. All video and audio recordings and photographs will remain the property of Picker. By submitting the registration form you are agreeing to the photographing and/or recording and/or filming of the course, as described above, being made for future dissemination by Picker.
18. If you wish NOT to be photographed or video recorded, please let the organisers know on attendance.

Limitation of liability

19. Personal arrangements including travel, accommodation or hospitality relating to in-person courses, which have been arranged by you, are at your own risk.
20. Neither Picker nor the venue will be responsible for any loss, theft or damage to your personal belongings, other than caused as a result of our negligence or that of the venue or other breach of statutory duty by us or the venue.
21. You will be responsible for paying for any damage which you cause to property at the venue including the cost of additional cleaning where charged by the venue.

Health and safety

22. You must comply with all relevant legislation relating to health and safety and with any safety announcements and venue regulations of which you are made aware whilst attending in-person courses.