# **Picker Learning and Development Open Courses**

# **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 and it is 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 any 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. To ensure the quality and viability of each course, a minimum number of confirmed delegates is required. If this minimum is not met, Picker reserves the right to reschedule the course or offer those already registered an alternative course option. We will provide written confirmation of your course date or notice of any changes, no later than two weeks prior to the scheduled start date.

**Late Payment**

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

**Refund Policy**

1. Our courses are designed to offer high-quality learning experiences, and places are limited to ensure active participation. Bookings are therefore considered a firm commitment. A full refund will be provided if written cancellation is received within 14 days of the invoice or card payment date, in line with consumer protection regulations. After this period, refunds will only be considered in exceptional circumstances and at Picker’s discretion. If a course is cancelled or rescheduled by Picker due to insufficient delegate numbers or unforeseen circumstances, an alternative date or dates will be offered. If no future dates are viable for the delegate, Picker will consider a full refund at its discretion.
2. For refunds there may be a £15 or 5% administration fee, whichever is the greater.
3. For bookings made within 30 days of the course start date, no refund will be made.
4. In the event that Picker must cancel a specific course, we will refund any pre-paid fees in full.
5. Picker shall not be liable for reimbursing the cost of travel or accommodation arrangements made by individual delegates.

# **Force majeure**

1. 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.
2. 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**

1. During in-person and online 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.
2. 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.
3. If you wish NOT to be photographed or video recorded, please let the organisers know on attendance.

# **Limitation of liability**

1. Personal arrangements including travel, accommodation or hospitality relating to in-person courses, which have been arranged by you, are at your own risk.
2. 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.
3. 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**

1. 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.