

Eastern Leadership Centre Terms and Conditions



Eastern Leadership Centre

When booking a place on an ELC course the following terms and conditions will apply.

Payment

- Payment must be made in full no later than 14 working days prior to the course start date. ELC reserves the right to re-allocate the course place to another participant if fees are not paid in time.

Transferring

- We regret that we are unable to transfer booking to a later programme date free of charge, within the three week period preceding the start of the programme originally booked. Withdrawal and transfer to a later programme date at this state will therefore be subject to the following scale of administration charges:
 - 22 days or more before a course start date = free of charge
 - 21 days or less before a course start date = 5% of the course fee is payable
 - 7 days or less before a course start date = 10% of the course fee is payable
- The transfer option only relates to participants who are transferring to a different date on the same course. The choice of course date must be specified at the time of the transfer and is subject to available places on the new dates.

Substituting

- The following scale of charges will apply if you wish to substitute a participant on to a course:
 - 8 days or more before the course start date = free of charge
 - 7 days or less before the course start date = 10% of the course fee is payable

Cancelling

- ELC's contract with the participant commences when written confirmation of booking acceptance has been sent to the participant. We regret that a fee must be charged when confirmed bookings are cancelled. Cancellations must be received in writing or email to the event coordinator. Cancellations cannot be accepted over the telephone.
- The following scale of charges will apply if you wish to cancel a course booking:
 - 36 days or more before a course start date = the course fee is refunded in full
 - 35 days or less before a course start date = 75% of the course fee is refunded
 - 14 days or less before a course start date = no refund available

Course Dates & Venues

- ELC reserves the right to alter course dates and venues without liability.
- In the event of a cancellation where an alternative cannot be provided in respect of that course, a full refund will be offered.
- ELC are not able to reimburse travel or accommodation expenses.
- ELC are not able to offer refunds for cancellations outside of our control, including adverse weather conditions, flooding or industrial action.

Course Content

- In order to respond to market demand, ELC reserves the right to alter its course content and/or trainer.
- ELC holds the intellectual property rights of course notes, materials and teaching aids which will be made available to you if you enroll on a course, unless otherwise indicated.
- ELC's course notes and training cannot be relied upon for legal interpretation.