

LEARN SEND Hub bookings made via Bookitbee

Payments can be made using the link in Bookitbee, either via Stripe, or via Invoice.

If you are paying via Invoice, you must quote your Purchase Order number (PO) when prompted, an invoice will then be raised for the full amount by LEARN. Should you encounter difficulties with booking via Bookitbee please email training@learnsendhub.co.uk quoting your name, course name and date and time.

Your booking will only be secured upon LEARN receiving payment. If we have not received full payment prior to the event, we reserve the right to offer your place to those on the waiting list. We have a limited number of places available therefore please book early to avoid disappointment.

Cooling Off Period

From the date of making your booking with us, whether online, phone, or post, you have 7 days from which to make a cancellation without charge. Thereafter your booking will be bound by our terms and conditions.

Cancellations

If you are unable to attend, please inform us in writing, email is acceptable, with as much notice as possible.

Cancellations will incur the following charges:

- Within 7 Days of Making the Booking (Cooling Off Period)
No Charge
- 15 or more working days prior to the event
No Charge
- Cancellation less than 15 working days prior to the event
Full Charge
- Non-attendance (except in exceptional circumstances)
Full Charge

These cancellation terms also apply to all last-minute bookings. It is the delegate's responsibility to ensure that all travel arrangements and time away from work are agreed and in place prior to making the booking.

Substitute Delegates

Delegate substitution is permitted. All requests must be made in writing (email is acceptable) from a school email account and will only be administered once full payment has been received for the original delegate place.

Discounts

Any discounts on our courses are exclusive and cannot be combined. Except for pre-agreed

discounts, the higher discount will always be applied. Where discounts are offered these must be applied at time of booking and will not automatically be applied. Discounts and offers can only be used once and cannot be applied retrospectively.

Content & Venue

For reasons beyond the control of the organisers, it may be necessary to alter the course content, timing, venue or access details (virtual). Content delivered on the day will reflect the latest information available.

Delegate Details

Please note that your details entered on the Bookitbee will be stored on our internal systems in line with our data protection policy.

Getting to the Event

LEARN will not accept liability for any transport disruption or individual transport delays and in such circumstances the normal cancellation restrictions apply. All transport costs (including car parking) and any overnight accommodation costs are the delegate's responsibility.

By submitting your application, it will be accepted that this booking request has been agreed by the Head Teacher/ CPD coordinator/ appropriate person in your setting.

For Virtual Courses please ensure that you can access the internet at the time of the course. LEARN will not accept liability for any external internet connectivity issues and in such circumstances the normal cancellation restrictions apply.

Please click [here](#) to view all of our policies.

We will need name and email address for each delegate.

It is your responsibility to read any risk assessments and fully understand the expectations.

Please ensure you receive a confirmation email. If you do not receive this information, please contact training@learnsendhub.co.uk at your earliest convenience.