



## Terms and conditions

### **Cancellations and refunds**

Cancellations must be received in writing by email to the training team – [training@fostering.net](mailto:training@fostering.net). Requests for refunds must be made at least seven days prior to the event. Cancellations made after this time will not be entitled to a refund.

### **Substitutions**

If you can no longer attend the course, appropriate substitutions can be made with no charge. This should be communicated to The Fostering Network via email at your earliest convenience, on the day substitutions are permitted.

### **Course cancellation**

We reserve the right to cancel or reschedule the training course due to low numbers or events that occur which are outside of our reasonable control. You will be notified at least two weeks prior the course and you will be refunded the full amount of your ticket. You will have the opportunity to be reallocated to another suitable course subject to availability. We shall have no liability for losses or costs which you may incur due to such cancellations prior to the two weeks notice period.

### **Joining instructions**

You will receive joining instructions confirming timings and venue information two weeks prior the course. If you have not received this one week prior to the event, please contact us. Prior to contacting us, please ensure you have checked your email inbox as well as your spam and junk mail, as the joining instructions may have been sent to these inboxes by your email client.

### **Course material and content**

Copyright and all other intellectual property rights shall remain the property of The Fostering Network. You agree not to reproduce, sell, hire or copy any materials (in whole or in part) and not to use such materials except for reference.

### **Privacy policy**

Details including your name, organisation and job title may be visible to other delegates during course registration.

The Fostering Network reserve the right to refuse any bookings at our discretion or make changes to the event.

By proceeding with your booking, you are accepting the terms and conditions stated.