



## **Training Course Booking Terms and Conditions**

### **Cancellation of a booking**

Unless stated otherwise on the specific event webpage, the following cancellation rates apply for event bookings:

A 75% refund will be issued for cancellations received two calendar months or more before the event.

A 50% refund will be issued for cancellations received up to one month before the event.

If a cancellation is made within one month of the event, the event fee is payable in full and no refund will be issued.

All cancellations must be received in writing.

### **Substitutions**

If you find that you can no longer attend an event, you can either:

- Substitute a colleague for no additional fee; or
- At our discretion, your place can be held and redeemed on a future Valuing and Managing Veteran Trees course provided by the Ancient Tree Forum (1-day courses only). This will incur a £25 admin fee.

Please e-mail [training@ancienttreeforum.co.uk](mailto:training@ancienttreeforum.co.uk) if you wish to make a substitution.

### **Cancellation of a course**

The Ancient Tree Forum reserves the right to alter or cancel any of the courses for whatever reason.

In the event of cancellation or postponement, we will endeavour to inform all delegates, in writing, at least two weeks before the event is due to take place, although please be aware that this is not always possible.

All event fees paid will be reimbursed in full, or the payment will be transferred in full to another Valuing and Managing Veteran Trees course provided by the Ancient Tree Forum.

The Ancient Tree Forum shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.

### **VAT**

There is no VAT payable on Ancient Tree Forum training courses.

### **Joining instructions**

These will be emailed out to all participants at least two weeks in advance of a training course.

## **Risk Assessments**

The joining instructions will include a risk assessment for the event. Please ensure you read and understand these. If you have any questions, please speak to the organiser of the event on the day.

## **Lunch**

For the one-day Valuing and Managing Veteran Trees course please bring a packed lunch with you. Lunch is provided on the three-day Valuing and Managing Veteran Trees course. Tea and coffee will be provided for classroom based sessions but please bring a drink for the field sessions.

## **Field visits**

Valuing and Managing Veteran Trees courses involve time in the field. Please wear suitable clothing and footwear for the season and bring water, sunscreen and insect repellent, if necessary. Please advise the Ancient Tree Forum of any medical conditions that may affect your participation.

## **Photography**

The Ancient Tree Forum takes photographs during all of its events for use in publicity. If you would prefer not to have your image used, please let the organiser of the event know on the day.