

## CLEAPSS Courses – Terms and Conditions

### Course bookings

Bookings can only be made using the CLEAPSS booking form. We are not able to take bookings over the 'phone.

Once your booking form has been processed you will receive confirmation by email. If you have not received this within 5 working days, please contact [courses@cleapss.org.uk](mailto:courses@cleapss.org.uk).

You do not have a place on the course until you have received this confirmation.

### Payment and cancellations

Payment of your course must be paid a **minimum of three working days before the course** – If payment is not received you will not be able to attend the course. You will still be liable for the full course fee.

You may cancel a course booking up to 10 working days before the course at no cost (any fee already paid will be refunded or transferred to another course booking).

If you cancel a course booking less than 10 working days before the course or you do not attend on the day, you will be liable for the full course fee.

If you have booked a place on a course and are unable to attend, please notify CLEAPSS as soon as possible. You may send a colleague in your place (at no extra charge) or we may be able to transfer you to another date (subject to availability).

Please note that if CLEAPSS has to cancel the course CLEAPSS will NOT be liable for your travel, accommodation or other costs.

### Joining instructions

These will be sent out to the participants 2 working days before the course, to the email address provided. If you do not receive joining instructions 2 working days before the course, please contact the courses team to confirm your booking.

### Face to Face Courses

If you are required to bring any resources to the course such as laptop, lab coat, lab equipment – this will be specified in the joining instructions.

Please contact us if you are unable to bring any of the items requested.

Lunch will be provided on all full day courses. If you have any special dietary requirements or allergies, please let us know as soon as possible.

## **Online Courses**

### **CLEAPSS Live online courses**

CLEAPSS Live online courses take place on the ZOOM platform.

Each delegate requires a separate booking **and their own device**.

- Your device (laptop, PC, tablet) must have a working camera, microphone and speakers. (Note: mobile phones are not suitable for CLEAPSS courses as the screens are too small). If you do not have a camera or microphone you will not be able to participate fully and may be asked to leave the course.
- You will be asked to switch on your video for the duration of the course.

Participants will be sent a certificate of attendance after they have completed the course.

### **CLEAPSS Self - study online courses**

You must be able to access YouTube videos in order to complete our self-study online courses.

Note: We are unable to offer a certificate of attendance for self-study courses.

## **Disability accessibility**

### **Access to venues**

We aim to hold all of our courses in suitable venues, however if you have any specific access requirements please let us know in advance so that we can confirm that the venue is accessible for you.

### **Access to resources**

If you require any adaptations to our learning materials to make them more accessible to you please let us know as soon as possible before the course.

If you have any questions please contact us at [courses@cleapss.org.uk](mailto:courses@cleapss.org.uk) .