

Terms and Conditions of Booking

A Journey of Excellence: Learning the Lessons from Scandinavia Conference 2016

Course Booking

- On return of a fully completed booking form to Ignite UP the booking is confirmed (i.e. we will maintain that booking for the customer for as long as required).
- Ignite UP requires the signed confirmation booking form[s] to be returned within 2 weeks of sending the information to the customer.
- If the booking form and payment details are not returned within the stated 2 weeks Ignite UP reserves the right to cancel the provisional booking and offer places to other participants.

Balances / Payment

- For all customers an invoice will be issued in May 2016, or 5 weeks before the event, or a cheque payable to Ignite Unlocking Potential Ltd will be paid in when received. Direct Payment in advance is available via www.igniteup.co.uk

Cancellations

- Cancellations will only be accepted in writing.
- The date of the cancellation will be the date when the written cancellation is received by Ignite UP. Cancellation of a booking will result in the following:-

Over 1 month before	- the full course fee will be returned
One month to one week before	- the full course fee will be retained (to cover administration and co-ordination time).
No written notification received	- 100% of the fee will be retained.
Failure to arrive	- 100% of the fee will be retained.
Leave partway through	- 100% of the fee will be retained.

Postponement of Conference due to bad weather or other special circumstances

In certain circumstances the Conference may be postponed, in which case Ignite UP will make every effort to find a suitable date for the course to take place at a later date. The fee for the original course will be used to secure the booking.

Ignite UP in its absolute discretion may decide not to enforce any one or more of the terms or conditions of this agreement in which case this shall not be a waiver of them or of the right at any time to subsequently enforce all terms and conditions of this agreement.

Signing the Confirmation Booking Form is an acceptance of having read and agreed these Terms and Conditions.