

## **Booking Terms and Conditions**

### **Transfers:**

After a booking has been made, should the named delegate be unable to attend, their place may be transferred to another delegate or the next advertised available date, subject to written notification no later than 24 hours before the start of the course.

### **Cancellations:**

Cancellations made with more than 14 days until the start of the course shall incur a 25% charge.

Cancellations made within the 14 days prior to the start of the course shall incur a 50% charge.

No refund will be made for non-attendance.

There may be occasions when Hayward Miller Ltd cancel a course due to circumstances outside of our control. Under such circumstances, a course transfer or full refund will be offered.

### **Privacy Policy:**

We take the online security, and confidentiality of our customers very seriously. That's why we only use the most secure payment methods.

By booking a course on our website, you agree to us collecting information about you necessary for us to provide our services.

If you consider that there is a problem with your booking, please contact us by email to [training@haywardmiller.co.uk](mailto:training@haywardmiller.co.uk) to resolve the issue. Cancelling the transaction with your credit card company without first notifying us will be considered theft or fraud, and your details will be passed to the relevant authorities for further investigation.

We do not store credit card details nor do we share customer details with any 3rd parties.



### **Contact Details:**

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