

## **Terms and conditions – Online courses**

The terms and conditions laid out below are the basis of a contract between your organisation and the Commission for Local Administration in England (the LGSCO).

Failure to comply with any of the terms and conditions may result in the booking cancellation.

### **1. Bookings**

- 1.1. Delegate places will be reserved upon receipt of a completed signed booking form and will be allocated on a first come, first served basis.
- 1.2. Delegate places are limited to four per organisation on each course.

### **2. Invoicing and payment**

- 2.1. Payment can be made by BACS or credit card.
- 2.2. If paying by BACS, we will request a purchase order for the course fee. The purchase order must be sent within seven days of our request. We require a copy of the order and not the purchase order number.
- 2.3. Payment must be made within 30 days of the invoice date. Failure to do so may result in booking cancellation. In these circumstances our cancellation fees under 3.1 will apply.

### **3. Cancellation**

- 3.1. The following cancellation fees apply:
  - 3.1 (i) Within 7 days of the course date: 100% of the fee
  - 3.1 (ii) 8-21 days before the course: 50% of the fee
  - 3.1 (iii) More than 21 days before the course: no cancellation fee
- 3.2. The LGSCO reserves the right to cancel or reschedule a course at any time. In these circumstances you will be offered a full refund or a place on the rescheduled date.
- 3.3. We will not offer refunds for cancellations outside our control, including but not limited to delegate technical difficulties or industrial action.

### **4. Substitution of delegate**

- 4.1. There is no charge to substitute a delegate if the request is made at least 3 working days before the course date. Any requests made after this time will only be agreed at our discretion in exceptional circumstances.
- 4.2. We cannot make substitutions on the day of the course.

### **5. Transfer to a different course date**

- 5.1. Where possible, we will accommodate requests to transfer a delegate to an alternative course date. Requests will be subject to our approval and availability of spaces.
- 5.2. No charge will be applicable if the request is made more than 21 days before the current booked date.
- 5.3. Requests made between 8-21 days prior to the current booked date will be subject to a £30 administration fee.
- 5.4. If the request is made within 7 days of the current booked date, or a delegate fails to attend the course, our cancellation terms under 3.1 will apply and the full course fee remains payable. In these circumstances, any request to transfer will be considered a new application and a further fee will be payable for the booking.
- 5.5. If we are unable to agree to the request, our full cancellation terms under 3.1 will apply.

### **6. Training materials**

- 6.1. All course materials, including the live sessions, are the property of the LGSCO and cannot be used or copied without express permission. They are for the sole use of the purchaser and no warranty exists for third party use. Because of this, we do not allow recordings of the live sessions to protect the content.

## **7. Your Privacy**

- 7.1. The Local Government and Social Care Ombudsman processes any personal data we collect, in accordance with the General Data Protection Regulation 2016 and the Data Protection Act 2018.
- 7.2. We have divided our privacy notice into various sections, depending on the type of contact we have with you. Click [here](#) for more specific information about data processing for attendees at our training, webinars and other live events.