

Terms and conditions

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).

Delegates

Organisations should submit a list of delegates to the LGSCO **21 days** before the date of the course using the LGSCO's template. Delegates may be substituted up to three days before a course and full details must be supplied as soon as possible.

The maximum number of delegates per course is as shown in the booking letter. Unless agreed otherwise, the minimum number of delegates per course is 8.

Additional delegates may only attend if agreed with the LGSCO at least **two weeks** before the course. A fee of £90 will be charged for each additional delegate place reserved.

The LGSCO will send delegates a pre- and post-course survey. A summary of the post-course survey results will be sent to your organisation.

Bookings & payment

Bookings will be reserved pending submission of a completed booking form. Booking forms should be submitted within two weeks of the initial booking.

On receipt of a completed booking form an invoice for the course will be issued within 14 days. **Payment must be made within 30 days of the date of the invoice or before the date of the course (whichever is sooner)** by BACS electronic transfer, unless agreed otherwise. **Please note that this may mean payment is due before the course is delivered.**

Bookings will be regarded as provisional until the completed booking form is received.

Organisations booking training are expected to hold appropriate public liability insurance for the event.

Cancellation

Cancellations must be submitted in writing or by email to training@lgo.org.uk.

Cancellations made within 21 days of the course date will be subject to the full course fee and no refund will be given. All other cancellations will be charged at 25% of the original course fee.

The LGSCO will not offer refunds for cancellations outside our control, including adverse weather conditions, industrial action, cancellation by the venue, or failure to meet minimum delegate numbers (see above).

Requests to postpone and rearrange courses will be subject to a £300 administration fee.

If a course is cancelled by the LGSCO and an alternative date cannot be agreed we will offer a full refund of the course fee.

Training materials

Course materials are the property of the LGSCO and should not be used or copied without express permission. They are for the sole use of the purchaser and no warranty exists for third party use.