

The Blue Door Training – Term and Conditions

Eligibility – Our funding only allows us to deliver training to professionals based in North Lincolnshire

Cancellation Policy – Having booked onto a course we hope you will attend. If you subsequently find that you are unable to attend you must inform us at your earliest opportunity. In this instance the following options are available:

- You may be able to substitute your place to someone else in your organisation (this is only with our prior agreement and may only be done once)
- You may at the time of cancellation request to book onto the same course at a later date
- If you no longer wish to attend the course and are unable to substitute your place our cancellation charges will apply
- If the place has previously been substituted and they are then unable to attend our cancellation charges will also apply

We are a small organisation and may on occasion have to cancel training. In such circumstances you have the right to either booking onto the next available course or a full refund of any fees paid.

Cancellation Charges – The following charges apply to all training courses. Please be aware that in relation to free Level 1 training a mandatory cancellation fee of £10 will apply.

- Cancellation of courses with more than 2 weeks notice £10. (All courses including free courses)
- Cancellation of courses with less than 2 weeks notice full course fee is payable (for free courses a mandatory fee of £10 applies)

All cancellation charges will be invoiced direct to your organisation. Any unpaid cancellation charges will result in any further bookings being placed on hold until payment is received.

Location – All training takes place at The Blue Door in Scunthorpe unless explicitly stated otherwise.

Accessibility – Please be aware that all training at The Blue Door takes place in an upstairs conference room. This may prevent access for anyone with limited mobility. If you wish to visit the centre to determine whether there will be any issues with access please contact us to arrange this.

Car Parking – There is a Pay and Display Public Car Park at the rear of the building.

Multiple Bookings – Please be aware that we do not allow more than **3** places to be booked by a single organisation on any one course. This is due to the high demand and limited number of places on each course.

Refreshments - Tea and Coffee is provided free of charge. You are welcome to bring your own lunch, however we are also within walking distance of local shops.

 @TheBlueDoorSupport

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