



John Taylor Teaching School Hub

North Warwickshire Nuneaton & Bedworth Cannock Tamworth Lichfield East Staffordshire

John Taylor Teaching School Hub Booking, Deferral and Cancellation Terms and Conditions

By making a booking for one of our courses, you are agreeing to the following terms and conditions with the John Taylor Teaching School Hub (JTTS Hub):

- All bookings made are considered final
- Bookings are taken as confirmation that schools are committed to releasing participants to attend all components of a programme, for its duration, including synchronous and asynchronous components, and participants commit to attending and completing all compulsory components.

Fees

Organisations booking training courses are requested to pay the fee within 30 days of the date of the invoice.

Cancellations by the delegate / refunds

Where a fee is paid for a CPD course*, and participants request to cancel their place, the following cancellation fees/refunds apply:

- 28 or more days' notice of cancellation: Full refund
- 28 to 14 days' notice of cancellation: 50% refund
- 14 days or less notice of cancellation: No refund
- If participant does not attend on the day: No refund

**Excluding NPQs as the fee is paid to Ambition Institute, not JTTS Hub. Please refer to Ambition's policies below.*

When a course is free of charge or fully funded (e.g. National Professional Qualifications) and a participant withdraws from a programme or does not attend an event without providing 7 days' notice, JTTS Hub reserve the right to:

- Charge a £10 administration fee per participant
- Re-coup any incurred costs associated with the training provision that cannot be cancelled by JTTS Hub or has taken place during the duration of a course up to the point of cancellation. (e.g., conference refreshments and resource production)

Where there are extenuating circumstances, JTTS Hub may waive the above charges at their own discretion.

For participants enrolled on **fully funded or fee paying NPQ programmes with Ambition Institute** that are delivered by the John Taylor Teaching School Hub, the following Ambition Institute policies apply and should be read in conjunction with these terms and conditions:

- [Attendance and Programme Withdrawal Policy](#)
- [Deferral and NPQ Extension Policy](#)
- [Withdrawal Policy](#)



All enquiries or communication relating to any of the points above should be directed to NPQ@jths.co.uk (NPQs and CPD) or research@jths.co.uk (Research School).

Transfers (excluding NPQ programmes)

- Delegates can transfer their booking for an event to another delegate, at no additional cost.
- Delegates can transfer their booking to a course of the same value, and/or use the course fee of the original booking towards a course of a higher value. In this instance, the delegate/delegate's organisation will be invoiced for the shortfall.
- Delegates will not be entitled to any refund where a transfer to an alternative course has been made and they cancel attendance at that other course. Any subsequent cancellations will be charged at 100% of the course fee.
- Only one transfer is permitted per course per delegate.

Alterations / Cancellations of Courses

It may be necessary for John Taylor Teaching School Hub and Staffordshire Research School to change the content and timing of a course, the facilitator, the date, or the venue. In the unlikely event of the course being cancelled by the John Taylor Teaching School Hub or the Staffordshire Research School, a full refund will be made unless the delegate chooses to transfer his or her booking to an alternative date for the course.

For all bookings, the liability shall be limited to the amount of the fee actually paid by the delegate. For this reason, delegates are encouraged to not to book travel or accommodation more than two weeks prior to any course date.

Registration information

Directions to the venue, timings and Zoom links for remote access will be sent to the delegate by email prior to the event. John Taylor Teaching School Hub and the Staffordshire Research School will not be responsible for the non-arrival of registration information due to filtering and quarantine restrictions of systems that organisations use. Delegates are reminded to check their filters, quarantine, and email junk files. Any delegate not receiving the registration information by 2 working days prior to the event or on the day should contact NPQ@jths.co.uk (NPQs and CPD) or research@jths.co.uk (Research School).

Late Payment

The John Taylor Teaching School Hub and Staffordshire Research School reserves the right to charge late payment interest on any outstanding invoice at the rate of 5%.