

NAS Booking Policy

Effective from 9th November 2016. Please note these 'Terms and Conditions' may be subject to change without notice.

Booking

- For current event and course costs and dates, please refer to our website, www.nas.azolve.com
- Before booking onto an event/course, please ensure you have read the programme and content, to ensure the event/course will meet your needs and that you are able to meet any stated pre-requisites.
- If a booking is completed by an individual/employer other than the named delegate, it is the responsibility of the individual/employer to ensure the delegate is authorised and able to attend the event/course and has the relevant experience and meets any stated pre-requisites.
- Upon receipt of your registration/booking form and payment your place(s) will be confirmed.
- **Important note:** NAS's acceptance of your booking brings into existence a legally binding contract between us on these terms and conditions. Any term sought to be imposed by you in any purchase order or correspondence will not form part of the contract.

Invoicing and payment

- 100% of the delegate fees (including any card processing and/or booking fees applicable) are payable upon booking. For telephone and email bookings paid at the time of booking, invoices/receipts will be issued electronically from the NAS Office on completion of the booking.
- Payment must be made in Pounds Sterling by cheque or credit/debit card.
- If any amount properly due to NAS under or in connection with these terms and conditions remains outstanding beyond the due date NAS may:
 - a. charge interest on the overdue amount at the rate of 4% per annum above the base rate of Lloyds TSB Bank PLC from time to time (which interest will accrue daily until the date of actual payment, be compounded quarterly, and be payable on demand); or
 - b. claim interest and statutory compensation pursuant to the Late Payment of Commercial Debts (Interest) Act 1998.

Attendance

- Delegates will receive joining instructions via email to the email address provided on the booking form.
- It is the responsibility of the individual completing the registration/booking form to ensure joining instructions are received by the delegate.
- If the joining instructions are not received, it is the responsibility of the individual who completed the event registration/booking form to contact NAS Office to arrange for them to be reissued.
- Failure to attend the event/course will result in the full cost being incurred. No refund shall be given other than in accordance with the provisions on *Cancellations and Amendments stated below*.
- Failure to attend an event at which a free or concessionary rate place was given may at NAS's sole discretion result in the delegate becoming ineligible for such places at future event/course(s).



- NAS will send all correspondence primarily via email to the email provided on the booking form. If alternative details are received after the booking form has been submitted, they will supersede the original details and all future correspondence will be sent to the new address.
- It may be necessary, for reasons beyond the control of NAS, to change the content and timing of the programme, the date, the venue or the speaker(s). The NAS will inform delegates of any changes as soon as possible.

Cancellations and Amendments

- All requests for cancellations and/or transfers must be received in writing via email or recorded delivery mail. .
- Changes will become effective on the date of written confirmation being received.
- The appropriate cancellation charge will apply based on the cost of your booking, as shown below, excluding extenuating circumstances which will be charged at NAS's discretion.

Calendar days' notice before the start date of the course	Refund applicable
42 calendar days or more	Full refund minus a £10 administration fee
Between 15 and 42 calendar days (inclusive)	50% refund minus a £10 administration fee
Between 1 and 14 calendar days (inclusive)	No refund will be given
Failure to attend	Treated as late cancellation and no refund given

- In the event of an individual named on the booking form cannot attend, we will accept substitution of another delegate on the condition that written notification of the substitution has been received by us prior to the course date and an administration fee of £10 has been paid.
- If the individual named on the booking form is unable to attend, and cannot or does not wish to transfer their place to another candidate, a percentage of the fee paid may be accepted as payment towards a place on the same or another course that takes place within 6 months following the originally booked event. The amount of the course fee transferred is displayed below.



Calendar days' notice before the start date of the course	Fee to transfer to a new course
42 calendar days or more	£10 administration fee
Between 15 and 42 calendar days (inclusive)	50% of course fee
Between 1 and 14 calendar days (inclusive)	No transfer available. No refund given.
Failure to attend	Treated as late cancellation and no fee will be transferred

- Delegates are only permitted one course transfer or substitution per booking. After this the full fee will be charged.
- In the event of there being insufficient numbers booked onto a course NAS reserves the right to cancel or postpone the course.
- In the event of cancellation of a course by NAS, we will endeavour to inform all participants a week before the course is due to take place, although please be aware that this is not always possible. All course fees paid will be reimbursed in full, or the payment will be transferred in full to another NAS course. NAS shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.
- The NAS recommends that participants do not book accommodation etc. until they have received the joining instructions for the event/course.

Event/Course Provisions

- Organising and financing accommodation and travel are the responsibility of the delegate.
- Where refreshments are to be provided, this will be stated on the event details and the cost included in the price quoted. Any special dietary requirements need to be notified in writing to NAS in advance of the event/course, as specified in the event/course details.

Force Majeure

NAS shall not be liable to refund of fees or for any other penalty should the event be cancelled due to war, fire, strike lock-out, industrial action, tempest, accident, civil disturbance or any other cause whatsoever beyond their control.

Entire Agreement

These terms and conditions, together with the current NAS website prices, event details and NAS contact details, set out the whole of our agreement relating to the event/course. These terms and conditions cannot be varied except in writing signed by a Director of NAS. In particular, no terms and conditions incorporated within your purchase order and nothing said by any person on behalf of NAS should be understood as a variation of these terms and conditions or as an authorised representation about the nature or quality of any goods offered by NAS. NAS shall have no liability for any such representation being untrue or misleading.

