

Events Policy: Bookings

Important information: please read carefully

Booking an event

Workshop bookings must be placed online, and cannot be accepted over the telephone. All INSET training must be requested via the INSET Request Form.

INSET costs will be confirmed to the Centre in writing following an INSET request.

Due to health and safety requirements at each venue, delegate numbers at workshops will be limited.

Online bookings will be acknowledged within two working days.

The Events department should be informed of any dietary or access requirements prior to attending an event.

Invoices and Payment

Invoices for workshop bookings will be sent at the time of booking. Invoices for INSET training will be sent after the event has taken place.

Payment for workshop bookings must be made prior to attendance.

Queries relating to invoices must be raised within 14 days of the date of the invoice.

Payment can be made by cheque or by BACS transfer; the remittance must state the centre registration number and the invoice number. Bank details are provided on all ASDAN invoices and statements, and are also available on request.

Payment can also be made by Debit Card with a 1% surcharge or Credit Card with a 3% surcharge. Maestro, Mastercard and Visa cards are accepted.

Payments made before an invoice has been issued must include full details of the event and delegate.

Training certificates will be released once payment had been received in full by ASDAN.

Cancellations and Non-attendance

ASDAN will offer a full refund for cancellation of a workshop or INSET booking only if the Centre confirms the cancellation in writing to ASDAN's Events department at least seven working days before the workshop or INSET in question.

If the Centre cancels a workshop booking less than seven working days before the workshop in question, the Centre will be invoiced for the full remittance.

If the Centre cancels an INSET less than seven working days before the date of the INSET, ASDAN will try to rearrange the INSET. Any costs incurred to ASDAN by the cancellation will be payable by the Centre.

ASDAN cannot accept responsibility for non-attendance at a workshop or INSET for any reason, including transport difficulties or bad weather.

ASDAN reserves the right to cancel workshops and events if necessary. ASDAN cannot accept responsibility for accommodation and transport costs incurred due to workshop cancellation.