

## Booking Information

### How do I book a place?

To book a place on any of our courses please fill in the Booking Form. Please include the full name for each attendee and the title of the course you are booking and check your contact information is correct before sending the form.

Booking requests submitted less than 2 working days before the course delivery date shall not be processed.

Joining instructions, a venue map, directions and any pre-coursework will be e-mailed to you within two working days of the receipt of your booking request. We will send you an invoice five to ten working days after receiving your booking request. Our standard terms for receipt of payment for booked course places is 14 days prior to the course date.

### What if I need to cancel?

Please let us know in writing (by letter, fax or via email) if you need to cancel your place on a course. A £25 administrative fee will be charged for any cancelled places. If you wish to cancel your place on one course and transfer to another, this will also incur a £25 administrative fee.

We reserve the right to charge in full for courses cancelled with less than 14 days notice. In such cases we would encourage you to send a colleague in your place.

### What if a course is cancelled?

Please note that The Way Ahead reserves the right to cancel courses at short notice. In such cases we would offer a full refund of the course fees or transfer to an alternative course date. We also reserve the right to change venues, trainers and the programme if necessary.

You will be informed of any relevant changes to the advertised programme by e-mail, or letter. If you have a confirmed place on a course and that course has been cancelled, we will also attempt to contact you via telephone.

If you have any queries please contact us at:

[enquiries@thewayahead.org.uk](mailto:enquiries@thewayahead.org.uk)

For details of all our forthcoming open courses, or for a no-obligation discussion about a tailored course for your organisation, call us on **0845 803 7768** to discuss your training requirements.

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