



Learn Together Cambridge

Learn Together Cambridge – Event Booking Terms and Conditions

Learn Together Cambridge as part of Cambridge County Council is committed to providing services that are of the highest standard and meet the needs of our customers.

The following terms are standard across all bookable events.

Transferring / Changing a Booking:

A booked place on an event can be transferred to another suitable staff member up to five working days prior to the event date. Customers to affect the change either by direct update to the online booking system or via email to the service delivering the event.

Any transfers within five working days will be accepted only in the case of exceptional circumstance.

Cancellations and Refunds:

Full refunds will be given in the following instances –

- Customers cancelling booking up to 15 working days prior to the event date
- Learn Together Cambridge services cancelling the courses due to unforeseen circumstance, at any time

No refunds will be given for -

- Failure to attend a booked event
- Cancellation of booking within 15 working days of event date

Additional charges may be levied for -

- Failure to attend a subsidised/no charge event. Charges will be based on full (non-subsidised) cost of a standard place for the event or, in the case of SLA funded free of charge places, the place will be counted as used.

Changes to Events:

Services will endeavour to provide events as advertised however, reserve the right to change the date, location and provider of the events. All service led changes will not automatically result in refunds; payments will be transferred and will become subject to the terms and conditions above based upon the new date.

Payments:

It is expected all places booked will be paid in full prior to attendance. Services reserve the right to refuse entry to any attendees who have not paid. Any payments not received prior to the event will be expected to be settled immediately otherwise debt management procedures will be implemented. For those customers in receipt of an invoice, the payment will be due within the invoice payment term.

All event bookings are subject to these terms and conditions, you will be asked for confirmation of agreement to the conditions upon booking. Payment of event acts as automatic agreement to the terms and conditions.