**Workshop Terms and Conditions**

**Payment**
Payment is generally required prior to attending the workshop. Enrolments will be considered confirmed upon receipt of your registration at which time the cancellation policy will apply.

Cancellation
Cancellations received 20 business days or more prior to the workshop date incur a 10% charge per registration to cover administration costs. Cancellations received less than 20 business days, but more than five business days prior to the workshop, incur a 50% charge per registration to cover administration, catering and facility costs. Cancellations received five business days or less before a workshop are non refundable or if payment is yet to be made, the full cost of the course is payable. By this time all costs have been committed on behalf of attendees including administration, catering, venue hire, travel cost and accommodation.

Attendees can be substituted at any time at no cost. Registered persons who do not attend will incur the full fee.

All cancellations must be made in writing.

In the event that Linguist Learning postpones or cancels a workshop, registered attendees will be notified via email (and if possible by telephone) and receive a full refund of their course fees in the event of a cancellation.

**Limit of liability**
Literacy Solutions is not liable or responsible for any travel costs or loss or damage as a result of a substitution, cancellation, or postponement of an event. Literacy Solutions shall assume no liability whatsoever if this event is altered, rescheduled, postponed or cancelled due to a fortuitous event, unforeseen occurrence or any other event that renders performance of this workshop inadvisable, illegal, impracticable or impossible. For purposes of this clause, a fortuitous event shall include, but shall not be limited to: governmental restrictions and/or regulations; terrorism or apparent act of terrorism; extreme weather; disaster; civil disorder, disturbance, and/or riots; curtailment, suspension, and/or restriction on transportation facilities/means of transportation; unavailability of the trainer due to ill-health or any other emergency.

We will give at least 5 days notice in the event of cancellation due to insufficient numbers.

**Confirmation of your registration**
In order to assure quality training and service, numbers are limited. Your registration will be confirmed via email.

**Book Purchase Terms and Conditions**

Books will be ordered from our distributor once cleared funds have reached us. We cannot, unfortunately, supply books "on appro", but are happy to send sample downloads of any of the titles in our range for inspection.

Books will be delivered 5-10 working days from cleared payment.

Two week returns policy for items returned in "as new" condition. Goods damaged due to inadequate return packaging or improper care will not be refunded. There is no refund on postage and handling costs.

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