

TERMS AND CONDITIONS

HOW TO BOOK

- book online at <https://events.accaglobal.com>
- email professionalcourses@accaglobal.com.

Please note:

- we do not accept telephone bookings
- payment must accompany booking
- we accept Amex, Mastercard, Visa, Maestro and Visa Debit
- cheques should be made payable to the Certified Accountants Educational Trust (CAET)
- email is not encrypted and therefore not a secure method of communicating payment details with ACCA. If paying by card, we suggest you do so online or via post. Card transactions are processed by Worldpay on behalf of CAET.

CONFIRMATION

Places on training events are reserved from the receipt of the booking request and payment by any of the above methods. When booking online, a confirmation email will be sent to you within 24 hours. When booking by any other method, confirmation of your booking will normally be sent within 14 days and will include a receipted invoice.

FEE GUIDANCE

Please note, ACCA courses run by CAET are exempt from VAT. Fees include all event papers and refreshments as appropriate.

JOINING INSTRUCTIONS

Joining instructions are usually sent five working days before the event. If you have not received your joining instructions three days before the event please contact the professional courses team on 020 7059 5910. ACCA will not be held responsible for non-receipt of joining instructions and refunds will not be issued under these circumstances.

WHAT TO WEAR

There is no dress code; however, most delegates choose to wear smart casual clothing.

CERTIFICATES

Certificates will be issued for attendance at all events. These are for your own CPD records.

ACCOMMODATION

Events are usually non-residential (unless otherwise stated). Delegates requiring accommodation should, therefore, make their own arrangements.

SPECIAL REQUESTS

When booking online, delegates should complete the section on special requirements at the time of booking eg dietary, wheelchair access, etc. When booking by any other method delegates are asked to notify Professional Courses at ACCA of any special requirements, in writing, at least ten full working days before the start of the event. We will endeavour to accommodate your requests; however, please note this may not always be possible.

CANCELLATIONS

All cancellations must be notified in writing at least ten working days before the date of the event, irrespective of the method of booking. 10% of the event fee will be charged on each event cancelled. Regrettably, because funds are allocated to the event in advance, no refunds will be given for cancellations of bookings made less than ten working days before the date of the event. Payment in full will still be due. A colleague may, however, be substituted at no extra charge. This should be notified in writing.

CANCELLATIONS TO MULTIPLE BOOKINGS

- Where events have been booked at the multiple booking rate and attendance at one is subsequently cancelled, the remaining events will be charged at the standard rate. For example:
- where two events have been booked at the multiple booking rate and attendance at one is subsequently cancelled, the remaining event will be charged at the one event rate
- where three events have been booked at the multiple booking rate and attendance at one is subsequently cancelled, the remaining two events will be charged at the two events rate.

IF WE CANCEL

In the event that we cancel, our liability shall be limited to a refund of any event fees paid. In order to keep costs – and thus fees – to a minimum, we reserve the right to cancel or reschedule events without prior notice and to amend or alter published programmes, fees, venues and lecturers.

TRANSFERS

Bookings for Professional Courses events can be transferred to another event in the current schedule (to December 2014) providing subsequent events are not already fully booked. 10% of the event fee will be charged on each event transferred. Notification of transfers should be given in writing at least ten working days before the start of the event, irrespective of the method of booking.