

Booking

To book your place on the programme you will need to confirm to us by email to hello@dakotablueconsulting.com. Once you have booked your space you will be invoiced for the full amount to be paid within 7 days by bank transfer. Once payment has been received your place will be confirmed in writing. Spaces are allocated on a first come first served basis. In case of late payment, we cannot guarantee to hold your place on the programme.

Pricing and special offers

The price for the programme is as shown on the website at the time of booking or as per the special discounted rate available to existing clients of Dakota Blue Consulting. All prices are subject to VAT. We reserve the right to change the programme fees without notice. Programme fees include the programme instructor, morning pastries, buffet lunch, refreshments and all course materials.

We advertise special offers on our programme on our website from time to time. Special offer prices are a one off discount which cannot be used in conjunction with any of the other discount schemes we offer. If you have already booked a space on the programme at our advertised rate and the course subsequently has a special offer made to other delegates who may attend, we are unable to retrospectively offer you an alternative price.

Cancellations

In the case of cancellation of a confirmed place on the programme, the following charges will apply:

Notice	% Payable of programme price
More than 8 weeks	50%
Between 8 and 4 weeks	75%
Less than 4 weeks	100%

In the case of cancellation, should you be able to provide an alternative suitable candidate to fill your place (e.g. a colleague), we will be happy to make a full refund less a £100 +VAT administration fee.

Changes

We reserve the right to make alterations to the published programme (to content or venue) to ensure delegates have the best possible experience. Any changes will be notified to delegates as soon as possible via email.

Satisfaction Guarantee

If you are not completely happy with the programme, please speak to the trainer on the day as soon as possible. In the unlikely event that the programme still does not measure up, we will consider a full or partial refund depending on the circumstances. Any claims for a refund must be made in writing to the Managing Director, Jackie Brooker, within 48 hours of the module with which you were not happy.

Intellectual Property and Copyright

Dakota Blue Consulting Ltd provide course materials for all of our courses. Programme attendees are not permitted to duplicate or use any of the materials they receive from Dakota Blue Consulting Ltd for distribution to others unless permission is provided in writing.

Privacy Notice

By accepting our terms and conditions of booking when reserving a place or places on our programme, you grant us your permission to record and process your personal details. For more information please see our full [privacy notice](#).