

Terms

No Guarantee as to Availability:

Whilst we aim to offer flexibility with course bookings we cannot guarantee availability of any individual course. Completion of a course booking request form does not constitute a booking. To maximise learning, delegate numbers will be limited. A booking is only confirmed following issue of an invoice and receipt of payment of the invoice to the EOA. If the course is oversubscribed, the lead booker will be informed via email.

Payment:

On receipt of invoice, payment is required by bank transfer within 14 days to secure the booking. If payment is received after this date, the booking may be cancelled and funds returned. For bookings made within 5 weeks of the course, payment is required immediately on receipt on invoice.

Cancellation by Us:

We reserve the right, at our discretion, to change course schedules, change course content, discontinue courses, limit class size and cancel courses - in which event we will notify the lead booker prior to the course start date. In the event of such changes or cancellations, we will refund 100% of the fees already paid but we shall have no further liability to you whatsoever.

Cancellation by You - Transfer and Cancellation Fees:

Please note that refunds cannot be made for cancellations made less than 30 clear days before the course date, however you may change the delegates name at any time at the following fee:

- £25 administration fee, per change, if the change is made more than 14 clear days before the course date
- £50 administration fee, per change, if the change is made less than 14 clear days before the course date

If you wish to transfer to an alternative date, space is available on the course and you advise the EOA in writing more than 30 clear days before the course date, the following fee applies:

- £25 administration fee

All change requests must be made in writing to: EOLearn@employeeownership.co.uk

Please note all changes, including cancellations, will only take effect once confirmation is received in writing by both parties.

Privacy

Data Sharing:

The EOA will use the information provided in the booking request form to administer the above named course. In order to maximise learning opportunities the delegate information will also be shared with the course director and basic information shared with any guest speakers. In addition, delegate names will be shared with the hotel and event venue, in order to facilitate accommodation and attendance.

How long data is held:

For EOA member organisations, delegate information provided will be added to the EOA system in order to ensure individuals receive information relating to their organisations membership of the EOA. The EOA Privacy Notice can be found [here](#)

For individuals requesting that their data is held for the sole purpose of facilitating the course, the EOA holds the information supplied for a period of 6 months following the course date. This enables the EOA to answer any questions post course completion.