

IT Matters - Booking and Cancellation Policy

1. The person who completes the booking is "the client" and is therefore subject to the booking and cancellation policy for the individual participant.
2. By completing and submitting the booking, clients agree to the dates and times booked
3. In the case of invoicing an organisation, once a booking and invoice is provided you are obligated to transfer this to your administrator and secure prompt payment.
4. IT Matters will confirm your place on the course once the payment has cleared if the course is not full.
5. Payments by cheque will be dated at the time of clearing
6. If on receipt of payment the course has become fully booked, the client will be offered a full refund or alternative dates and the cancellation charges do not apply.
7. All invoices are payable without any discount or payment plans of any kind unless otherwise agreed in writing.
8. IT Matters reserves the right to cancel or postpone the course at short notice however every effort will be taken to avoid this.
9. In the event of the client wishing to cancel a booking, this includes sickness, they are subject to the following charges plus any costs already incurred by IT Matters
 - 100% course fee if the client cancels 0-13 calendar days prior to the commencement of the course.
 - 50% course fee if the client cancels 14-29 calendar days prior to the commencement of the course.
 - Full refund if the client cancels 30 or more calendar days prior to the commencement of the course. 10.
10. However, if we have spaces on another course, IT Matters will try to offer you an alternative date. These will be offered based on spaces available. This can be completed at NO additional cost ONLY if your original space can be filled.
11. IT Matters reserves the right to change the Booking and Cancellation Policy. Any changes will become effective on the date it is published.