



DRAIN REPAIR COURSES TERMS AND CONDITIONS

Programme

Owing to our commitment to continuous improvement of the course, WRc plc reserves the right change the course content and/or trainers.

Course dates and venues

WRc plc reserves the right to alter or cancel published dates and change venues without liability

Fees

All fees are current at the time of going to print; however, WRc plc reserves the right to change them.

Bookings

Bookings will only be accepted provided WRc receives a completed booking form plus the appropriate payment in full. Late bookings may be accepted at the discretion of WRc.

Places are allocated on a first-come first-serve basis. If there are no places on the date selected then you may either:

- Transfer your booking to an alternative date; or,
- Be given a full refund.

Confirmation

On receipt of your booking and clearance of the fee to WRc's bank, WRc will confirm your place on the course. Only those people who receive confirmation will have a place on the course.

Cancellation

Cancellations will incur the following charges:

- More than 28 days before the course – 90% refund;
- 15-28 days before the course – 50% refund;
- Less than 14 days before the course – no refund.

Transfers

You may transfer to a different date for the course provided that there is space available.

Transfers will incur the following charges (not applicable where a transfer is offered by WRc when a course date is full):

- More than 28 days before the course date – no additional fee;
- 15-28 days before the course date - 20% additional fee 1-14 days before the course date - 50% additional fee.

Substitutions

If you are unable to attend, a substitute participant is generally acceptable. For safety and housekeeping reasons we request that you provide details to WRc at least 1 working day in advance.