



Terms & Conditions for LSCDG Bookings

Delegates are expected to fully engage and attend all elements of all learning activities.

- Any cancellation with more than 2 calendar days' notice no charge.
- Any cancellation with 2 calendar days or less notice will incur a charge as detailed in the table below.
- **All courses**

Cancellation with 2 calendar days or less (However, if a replacement person can attend there will be no charge)	Half a day course £25 £50 charged per day for course so a 2 day course a non- attendance charge will be £100
Non-attendance on the course	Half a day course £25 £50 charged per day for course so a 2 day course a non- attendance charge will be £100
Late arrival 30 minutes or more after the course has commenced	Delegate may be turned away from the training at the discretion of the trainer and this may lead to a charge as above.

- If delegates leave prior to the conclusion of the course they will not be necessarily charged, however they will not receive an attendance certificate.
- It is your responsibility to ensure LSCDG are notified of any staff changes that will affect the booking, failure to do so will mean the above charges will apply.
- Invoices for charges will be sent to the relevant organisation within 2 weeks of the course date.
- Any queries with invoices should be raised with Business & Development Manager on 0116 3057363 or email lscdg@leics.gov.uk
- Please ensure when booking a course that it includes an email address for both yourself and your manager is written correctly. All communications will be sent you and the manager, via these email addresses.



- If you do not have your own email address confirmation will be sent to your manager and it will be their responsibility to print the emails and inform you of the confirmation booking.
- If for any reason a course is cancelled by LSCDG, we will contact all delegates, by email.

Certificate of Attendance

Delegates will be expected to complete an evaluation after the training, you will need to log on to the LMS and complete the evaluation, after which only then will you be able to print your certificate or download it to your computer.

If you have any queries please contact LSCDG

Tel: 0116 305 7363 Email: LSCDG@leics.gov.uk