



## Certificate in Coaching **Terms and Conditions**

- 1. Deposit:**

A deposit of £825 is required on submission of all applications. No invoice will be issued but a receipt can be produced if requested. Applications will not be considered if the deposit has not been received. The deposit will be deducted from the final sum due. Should you withdraw your application the deposit will not be refunded.
- 2. Unsuccessful applications:**

The Institute reserves the right to decline applications for any reason. If the Institute declines the application the deposit will be reimbursed.
- 3. Date for applications:**

Applications will be accepted from July in the current year until the closing date.
- 4. Course fee:**

The course fee is made up of two parts: the Certificate in Coaching (deposit and balance), plus the residential component (1 night x 4 modules).
- 5. Payment:**

Payment of the balance (less deposit paid) should be made in full no later than **the end of November**.

Please send your deposit (£825) with your application form to be considered for a place on the course by the closing date. Participants will be confirmed by 2 weeks later. On confirmation of your place, it will be reserved for you for 28 days from the date of invoice, during which time the balance of your fee must be paid in order to secure your place. If you have not been successful in obtaining a place, your deposit will be reimbursed.

**Cheques/Bank drafts** should be made payable to The Tavistock Institute and payment should be in **Pounds Sterling** only. Cheques should be drawn on a bank in the United Kingdom. Bank drafts in sterling currency are available from most banks. Please note that Eurocheque transactions are not accepted. If sending a cheque separately from the application form, write your name on the back or indicate clearly whom it is from.

**Bank transfers:** Pounds sterling only. Please contact the Administrator for our bank details. Ensure that your bank transfer clearly states your company or personal name and invoice number in the Reference section and that the amount **includes all bank charges**. Please inform the Course Administrator when the transfer is made so that our Finance Dept can look out for it.

**Credit Cards:** please telephone or fax the Administrator if paying by credit card – Visa, Mastercard and Amex. An extra (non-refundable) **charge of 2%** for Visa and Mastercard or **3.5%** for Amex is made to all credit card payments to cover bank charges.



**6. Accommodation:**

The Certificate in Coaching course is a residential programme taking place at Cumberland Lodge.

The accommodation fee for each module covers the delegate package at the venue, which includes one night's bed and breakfast in an en-suite single occupancy room, use of specified meeting rooms, free access to wi-fi throughout the building, lunch on both days and dinner on the evening of the first day. Unlimited tea and coffee are available throughout your stay.

Participants are responsible for any other charges incurred and are payable to the venue directly. Cumberland Lodge is not a hotel and there are only limited facilities for staying the night before modules but if you wish to, please make a request for this from the Course Administrator at the time of making your application and we will try to accommodate you.

**7. Cancellation & withdrawal from the Course**

To reflect the fact that the Institute will have incurred administrative expenses and may have turned down potential participants for the course, cancellations of an accepted place and withdrawals from the course will be charged up to 100% of the outstanding fee.

Cancellations are subject to the following charges:

Notice period (days)	Deposit	Course fees	Accommodation
0 – 10	100%	100%	100%
11 – 30	100%	75%	100%
31 – 42	100%	50%	100%
43 +	100%	0%	0%

You may suggest a substitute participant, subject to our entry criteria, up to 1 month before the course begins - an extra administration fee of £200 will be incurred.

Where the participant has attended part of the course, no refund will be permitted. However, the participant may immediately book the same course next year or another course and receive a 15% discount, but the cancellation charges described above will still apply.