

HEAD OFFICE

9-10 EASTWAY BUSINESS VILLAGE
OLIVERS PLACE, FULWOOD
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REGISTERED IN ENGLAND NO. 145454
VAT NUMBER: 154 2675 62



INFO@LANCSCHAMBER.CO.UK
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Training Terms & Conditions

Our aim is to ensure that you have a positive and enjoyable experience throughout your time with the Chamber of Commerce in identifying your training needs, booking the workshop and completing the training. The following terms and conditions therefore are intended to be as simple as possible.

1. Contract: When a booking is made for training places with The North & Western Lancashire Chamber of Commerce, a contract is deemed to exist. Bookings may be made online, by telephone, email or post. Telephone and in-company training bookings must be confirmed in writing upon request.

2. Payment: Payment will be taken at time of booking over the telephone. Payment must be made on the receipt of the invoice and prior to any training taking place. In the event of bookings made within two weeks of the start of the workshop, payment in full must be made prior to commencement of the workshop. Payments can be made over the telephone with a credit/debit card or via BACS transfer for your convenience.

3. Cancellations: The Chamber must be informed of all cancellations in writing (email). No monies will be refunded unless cancellations are received in writing (email) at least two weeks (10 Working Days) before the course takes place. If a booking is made within this period, refunds cannot be issued. If a delegate does not attend a scheduled course, without prior written cancellation, tuition fees will not be refundable.

4. Chamber Cancellation: On occasion, NWLCC may find it necessary to cancel a course. In such circumstances you will be given as much notice as possible and offered a transfer to another workshop or a full refund on fees paid. NWLCC shall have no further liability arising out of such a cancellation.

5. Lateness: If you arrive late or are absent from any session, NWLCC reserves the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skill in the time remaining. In all cases the full course fee remains payable, and no refunds will be given.

6. Housekeeping and Special requirements: All delegates entering the building will be asked to sign a Visitors Register. If you have any special access requirements, please notify the training team prior to attending the course. You will be advised if there are any fire alarm tests scheduled.

7. Health and Safety: The Delegate agrees to take reasonable precautions to ensure that no damage occurs to property, or injury is caused to themselves or any other person. You will comply with all safety and other directions whilst attending workshops and NWLCC reserves the right to exclude you from any workshop if you fail to comply with such requirements.

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8. Equipment: Any equipment hired or utilised (laptops etc.) must be returned in the condition in which it was provided. Any damage to equipment must be reported to Chamber colleagues immediately. If any equipment has been reserved and goes unused on the day of the training due to a delegate not attending, the hire fee is non-refundable.

9. Catering: We advise delegates to bring a packed lunch, or there are local amenities located within a 5-minute walk. We will provide tea and coffee throughout the day.

10. Parking: Every effort is made to ensure that the car park is as secure as possible, however, all vehicles are left there at the risk of the driver. Car parking spaces cannot be reserved. There are disabled parking bays at the front of the building. As you drive into Eastway Business Village, there is a Visitor Carpark on the right and on your left, you will see a large Chamber of Commerce sign on the side of our building. Additional parking places are available in front and to the side of our building, including Disabled Parking, in spaces marked 9, 10 or 11.

We kindly ask that delegates refrain from parking in other spaces as these are reserved for other businesses on Eastway Business Village

11. Photographs and Video: The Chamber of Commerce will, from time to time, take photographs or videos of training sessions for social media, promotional, and educational purposes, and most (if not all) delegates may be recorded digitally. Should you wish not to be included, please speak to a member of the team on the day of your course.

12. Force Majeure: North & Western Lancashire Chamber of Commerce shall not be liable for any delay or no-performance of its obligations by reason of matters beyond its control, including, but not limited to, any act of terrorism, war, riot, civil commotion, compliance with any government law and order, fire, flood or storm, strikes or other industrial dispute, delay in transit, power failure, postal delay, major public health concerns or any event that cannot be reasonably planned for or avoided.

13. Limitation of Liability: North & Western Lancashire Chamber of Commerce shall have no liability for any losses suffered by a member as a result of using services offered by a fellow member. North & Western Lancashire Chamber of Commerce shall have no responsibility for advice given or services provided by its third-party service providers.

By proceeding to register with North & Western Lancashire Chamber of Commerce and accepting delivery of its services and support (for both membership, events and training), customers agree to be bound by and accept these terms and conditions and shall be liable for any expenses.