



**Down's Syndrome Scotland**  
helping people realise their potential

**Down's  
Syndrome  
Scotland  
Training  
course and**

## Consultation visit bookings terms and conditions

Thank you for your interest in our Training and Consultation service, we want your booking with us to run as smoothly as possible and in order to provide a great level of service to all our clients and delegates we have some terms and conditions that apply to your booking. These terms and conditions offer a level of protection to both you and our charity.

### How to Book

**Individual Delegate:** To make a booking for an individual delegate(s) on one of our regional training courses please use the live booking system on our website, <https://www.dsscotland.org.uk/our-services/for-professionals/training/>

Once we receive your booking form and full payment is received and processed, you will receive a booking confirmation email from us. Your booking is then classed as a confirmed booking and the terms and conditions below apply.

**Group/ Bespoke Training Course :** To make a booking for a bespoke group course to be delivered at your establishment please email [familysupportservice@dsscotland.org.uk](mailto:familysupportservice@dsscotland.org.uk) and a Family Support Service Officer will be in touch to arrange this for you. Once we have agreed the booking with you, we will email confirmation of your provisional booking details along with an invoice for full payment to confirm your booking.

Once full payment is received and processed, you will receive a booking confirmation email from us. Your booking is then classed as a confirmed booking and the terms and conditions below apply.

### Course fees and pricing structure

Please refer to the Professionals training information on our website for full details of fees related to consultation visits and training courses.

### Methods of Payment

Payment of the course fees must be made in advance and should be made at the time of placing a booking or immediately after receiving an invoice for your provisional booking.

Payment can be made by credit/debit card via our online booking system or by bank transfer to our RBS account 83-51-00 00256764.

**All invoices are due for immediate payment to confirm your booking.**

### Delegate Submission

It is possible to substitute an alternative delegate on a course booked at no additional cost.

### Cancellation

Bookings can be cancelled by contacting your Family Support Service Officer, or by emailing [familysupportservice@dsscotland.org.uk](mailto:familysupportservice@dsscotland.org.uk).

- Payments for bookings cancelled within 14 days of the training course or consultation visit date are non-refundable and will be charged the full course fee.
- Cancellations out with 14 days of the training course or consultation visit date will incur no charge and full payment is refundable.

No shows on the day of a training course without any prior notice will be classed as cancelling on the day and the fees paid will be non-refundable.

Riverside House, 502 Gorgie Road, Edinburgh EH11 3AF

Tel: 0131 442 8840 Email: [info@dsscotland.org.uk](mailto:info@dsscotland.org.uk) Web: [www.dsscotland.org.uk](http://www.dsscotland.org.uk)

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Commented [ME1]: Don't think we should offer the number

Commented [ME2]: Need to add prices?

Commented [ME3]: Not always possible eg last week's...

Commented [ME4]: Substitution?

Commented [ME5]: On that particular course?



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## Course Transfer

A confirmed delegate place may be transferred to another of Down's Syndrome Scotland

courses, **availability permitting** and providing that the request is made more than 14 days before the original course date.

A bespoke course booking can be transferred to an alternative date, **availability permitting** and providing that the request is made more than 14 days before the original course date.

Requests to transfer should be made to your Family Support Service Officer, or email [familysupportservice@dsscotland.org.uk](mailto:familysupportservice@dsscotland.org.uk).

Transfers are permitted for Consultation visits whereby the pupil was absent from school for the agreed date of visit.

Any such fees due will revert to a cancellation fee in respect of the original booking if the transferred booking is subsequently cancelled.

## Course Content and Programme Schedule

Down's Syndrome Scotland reserves the right to alter the advertised schedule of courses, which may include cancellation of a course.

All advertised training courses require a minimum number of delegate places be booked on each course. Where this number is not reached, we may choose to cancel the course. Where Down's Syndrome Scotland cancels a course, individuals with confirmed bookings on that course will be offered alternative dates. If none can be provided, then a full refund will be given. If we need to cancel a course, we will always aim to provide 14 days' notice.

Down's Syndrome Scotland reserves the right to alter or amend the advertised content of any course without notice in order to continuously provide a high-quality service or due to circumstances beyond our control.

Down's Syndrome Scotland reserve the right to change the venue from that originally advertised by providing 14 days' notice.

Down's Syndrome Scotland will not be liable for any losses or expenses, including consequential, arising from any such alterations or amendments to the programme content and schedule including cancellation.

## Acceptable Use of Facilities

In placing a booking, you agree to abide by Down's Syndrome Scotland's Acceptable Use Policy relating to the use of Down's Syndrome Scotland's resources and facilities. This policy requires the following:

- None of Down's Syndrome Scotland's facilities may be used to locate, display or transmit any material which is illegal or offensive
- No software may be downloaded or installed on any of Down's Syndrome Scotland's computing equipment unless under the explicit direction of Down's Syndrome Scotland's Trainer
- No data may be imported which has not been checked for viruses and which is not under the explicit direction of Down's Syndrome Scotland Trainer
- No food and drink may be brought into the training rooms

Commented [ME6]: ?

## Smoking

Down's Syndrome Scotland's premises are non-smoking, and all delegates are required to adhere to this policy.

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- you may copy, print or download content for your personal and non-commercial use only
- you may copy content to individual third parties for their personal use, but only if you acknowledge Down's Syndrome Scotland as the source of the material

You may not, except with our express written permission, distribute or commercially exploit the content. Nor may you transmit it or store it in any other website or other form of electronic retrieval system.

## Exclusion

Down's Syndrome Scotland reserves the right to refuse access to its facilities and premises where there is reason to believe that a delegate is in breach of these conditions or where a delegate uses threatening, bullying, harassing or disruptive behaviour. Down's Syndrome Scotland will not be liable for any losses or expense (including course fees and consequential damages) incurred by a delegate arising from such an exclusion.

These terms and conditions were last updated on the 31<sup>st</sup> May 2019.

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