

Bookings and Cancellations Policy:

NEEFDG accepts confirmed bookings in writing by Post, Email and Fax. In making such bookings clients accept our booking and cancellation policy. Provisional bookings must be **confirmed** in writing at least 14 days before the date of the course or workshop, otherwise the course place may be released.

Payment must be received by NEEFDG at least 14 days before the course start date (unless the booking is made within this time, in which case payment must be made immediately.)

You agree to pay NEEFDG the fees defined in the table below for cancelling or postponing a **confirmed** booking. (If a postponed course is subsequently cancelled then full cancellation fees will apply).

Notice Provided	Cancellation Fees	Postponement Fees
More than 21 days	Zero	Zero
14 – 21 Days	50% of original fees	Zero
7-14 days	100% of original fees	50% of original fees
Less than 7 days	100% of original fees	100% of original fees

In the unlikely event that a course or workshop has to be cancelled by NEEFDG you will be entitled to receive a full refund of any monies paid. Alternatively you may choose to book a future course. NEEFDG will not be held liable for any other costs that might be incurred as a result of the cancellation. NEEFDG guarantee to provide at least 14 days notice in the event of a course cancellation.

Course Administration

For most events registration is between 9:00am & 9:15am and close between 4:00pm and 4:30pm, any changes to this will be outlined in your booking details.

All courses include refreshments throughout the day and a light lunch. Please advise on the booking form of any dietary requirements.

All our venues have disabled access, if you have any special needs please contact us to discuss your requirements.

Smoking is not permitted in any public buildings / training rooms or public areas, details of smoking areas will be outlined at the start of the course.