

See below for our current conditions for booking on a course. For any questions, please contact the HAT Group on 020 7213 9911 or email hat@hatgroup.co.uk.

- » Payment of course fees must be made within 30 days of the invoice being presented. HAT reserve the right to request payment prior to attendance at the course if the invoice date is within 30 days of the course date. Debit and credit card payments are accepted for your convenience. The fee is inclusive of course documentation and light refreshments during the breaks.
- » A buffet lunch will be provided on all CPD courses, which are more than half a day in length. Residential course accommodation is provided on a full board basis in single, en-suite rooms.
- » Booking confirmation will be forwarded at least one week before the course. If written confirmation has not been received 7 days before the event, please telephone our course administrator to ensure your application has been received.
- » Cancellations are accepted from delegates up to 7 days prior to the event date. We regret that cancellations made within 7 days of the event will be charged at the full rate. (For Career Development courses, the cancellation period is 14 days). It is advisable to substitute an alternative delegate to avoid cancellation penalties.
- » Transfers made from one course or workshop (excluding Career Development courses) to another will incur no charge if made more than 7 days before the event.
- » Personal season tickets enable the holder to book one place on any four CPD courses outlined in this programme, plus one place the Office Quarterly Update meeting held each quarter. Additional places can be booked on any course at the relevant rate, and it is possible for a substitute delegate to be sent. Unfortunately, credits cannot be provided for not utilising all available course places or for non-attendance at courses.
- » HAT reserve the right to cancel an event (up to one week before, or two weeks for a Career Development course), if there are insufficient enrolments made on a course. In such cases our liability will be limited to a full refund of any fees paid to us.
- » To enable you to document your compliance with the CPD requirements of your professional body, in addition to the course material being retained by you, HAT will provide a Certificate of Attendance at all CPD courses. This will be issued at the end of each course in the HAT office, and will be sent by post when courses are held at another location.
- » Any complaint regarding any aspect of our CPD, Career Development and In-house course programme should be sent in writing to the HAT office marked for the attention of the Managing Director.
- » Errors and omissions excepted.