

The IoIC and Gatehouse Accelerate Programme

Terms and Conditions

By booking a place on the Accelerate training programme, either via the IoIC website or requesting a manual booking through IoIC head office, delegates are entering into a formal contract and must abide by the terms and conditions of booking.

Making your booking

To book your place on the Accelerate programme, either visit the Accelerate section of the IoIC website (www.ioic.org.uk) or find the course in the upcoming courses area.

When making your booking, you can either choose to pay online with a debit or credit card or request for an invoice to be raised. Invoices must be paid within 30 days of receipt; however, delegates should endeavour to ensure that payment is made 2 days prior to the course taking place.

Once you have completed your booking, you will receive an automatic confirmation from the IoIC. If you have requested an invoice, this will follow the confirmation email. By completing the booking, you are entering into a formal contract with us and must abide by the terms and conditions of booking. If your booking has been made in error, you must inform us immediately by emailing sarah@ioic.org.uk or call 01908 237 564.

Please note that, at the time of booking, the programme may not yet have reached the minimum number of delegates required for it to run on the date advertised. Therefore, if you are planning to book overnight accommodation, please ensure that your booking allows for the possibility of cancellation. If your chosen iteration of the course needs to be cancelled or postponed, the IoIC will inform you of this change at least 14 days ahead of the originally advertised start date and you will be offered the option to transfer your place on the course to a later iteration or receive a full refund.

The IoIC and Gatehouse cannot take responsibility for any costs of travel and/or accommodation lost in the case of a course being cancelled or postponed.

Methods of payment

Payment can be made with a credit or debit card at the time of booking.

Alternatively, you can request that an invoice is raised for your place. The invoice can either be paid online at ioic.org.uk/online-payment; via BACS; cheques made payable to Institute of Internal Communication; or over the phone.

If you have requested an invoice, payment must be made within 30 days however, delegates should endeavour to ensure that payment is made 2 days prior to the course taking place.

If an invoice is not paid after the 30-day period, payment will be chased by a member of the team at IoIC head office. If, after multiple chases, payment has not been received, the IoIC reserves the right to pass your account on to a debt collection agency.

VAT

All advertised prices are exclusive of VAT unless otherwise stated and VAT is applicable at the standard rate.

Cancellation and refunds

Refunds or credit notes can be issued if you cancel your booking with more than 30 days' notice ahead of the first day of the course. If you cancel your place on the course with less than 30 days' notice, the following will apply:

- Cancellation made 30 days or more prior to the training taking place: No charge or full refund
- Cancellation made 15 – 30 days prior to the training taking place: 25% charge or 75% refund
- Cancellation made less than 15 days prior to the training taking place: 50% charge or 50% refund

If you do not attend the course and have not informed the IoIC of your cancellation, no refund will be given and you will still be chased for 100% of the course fee.

The IoIC will make every effort to inform you at least two weeks in advance if an iteration of the programme needs to be cancelled or postponed, however, we reserve the right to cancel an iteration at any point if circumstances out of our control require us to do so.

Course transfer

You can transfer your place on the course to a later iteration, however, transfers can only be made free of charge on one occasion and you can only transfer to the next available iteration. If you need to transfer your place on the course on a second occasion, there will be an admin fee of £65 + VAT.

Should you need to transfer your place on the course, you must inform IoIC head office at least 3 weeks prior to the course taking place by emailing sarah@ioic.org.uk or calling 01908 237 564.

Delegate transfer

Your place on the course can be transferred to a colleague free of charge. If you wish to transfer your place to a colleague, you must inform the IoIC at least 1 week prior to the course taking place.