

## SPAB Bespoke Training

### Terms & Conditions

#### Introduction

The SPAB offers a range of courses on key conservation subjects which can be delivered on a bespoke basis at a venue arranged by the client. The range includes day- and half-day courses on understanding and maintaining old buildings, managing moisture, working with lime, energy efficiency and retrofit for old buildings. The courses are arranged by the SPAB and delivered by SPAB staff and/or expert tutors, all of whom are experienced and specialist in their field. Course/event content is informed by the SPAB's distinctive philosophy of 'conservative repair' (for more information, please refer to the SPAB's Manifesto and information sheet 'What is the SPAB?').

#### Procedure

The range of courses available is listed on the SPAB's website, with details of outline programmes and fees. (In some instances, it may be necessary to add VAT – please discuss this with the SPAB before booking.) Education & Training staff will be happy to answer queries and discuss potential course dates and a client's requirements in more detail. **The client should then complete a booking form and return it to the SPAB with their deposit payment to secure their booking. The balance of the course fee will be invoiced for after delivery of the course. Payment is due within 28 days of the invoice date.**

#### Making a booking

Returning a booking form and its acceptance by the SPAB constitutes a firm arrangement, after which tutors / speakers will be engaged and preparatory work undertaken. A deposit is usually payable to secure the booking and our cancellation policy will apply (see below). Please contact the SPAB with any queries.

#### Deposits

£375 on day or half-day courses up to £1,500  
25% of the course fee on courses over £1,500

Deposits are payable upon the SPAB's acceptance of the client's booking.

In exceptional circumstances, where the course is unusually complex or requires the SPAB to enter into financial commitments (e.g. booking travel or hotels, ordering materials or equipment) beyond that which would be covered by the standard deposit, a higher deposit may be required. This will be discussed with the client before a firm booking is made and a refund/cancellation policy agreed.

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### Programme amendments

#### **By the client**

It is usually possible to make refinements or amendments to a course prior to delivery, in response to the client's requirements. Please contact the SPAB to discuss any such amendments. (Please note that where amendments affect the fundamental structure or content of the course they may incur an additional charge over the course fee originally quoted).

#### **By the SPAB**

In unforeseen circumstances (e.g. tutor illness), the SPAB will, wherever possible, substitute an equivalent or agree an appropriate amendment with the client. If this is not possible, a fee reduction or refund will apply.

### Cooling off period

The client has 14 days from the date of the booking confirmation sent by the SPAB in reply to their booking form to change their mind and cancel for a full refund of the deposit paid.

### Cancellations

#### **By the client**

Cancellations up to 4 weeks before the course date – deposit refunded less £25 administration fee.  
Cancellations less than 4 weeks before the course date – deposit non-refundable.  
Cancellations less than 1 week before the course date – the course fee is payable in full.

#### **By the SPAB**

Cancellations up to 4 weeks before the course date – deposit refunded in full.  
Cancellations less than 4 weeks before the course date – deposit refunded in full.  
Cancellations less than 1 week before the course date – deposit refunded in full.

### Note

It will usually be possible to re-arrange a course where the original date does not prove possible due to unforeseen circumstances, but the client wishes to proceed with the booking. Please contact the SPAB to discuss the individual circumstances of any such changes.

### Insurance

The SPAB carries public liability insurance up to £5million. If documentation is required in this regard, please advise us.

The SPAB expects that where the host/client provides or arranges a course/event venue, they will ensure that adequate insurance (e.g. for personal accident) is in place to cover SPAB tutors/staff and event participants.

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