



# Terms & Conditions for Professional Development Programmes

## Booking Forms

The booking form should be completed and returned with the full fee by the date stated on the booking form.

Places on are allocated on a first come, first served basis. Your place will be confirmed by e-mail and the Professional Development Programme location and relevant details will be detailed on the booking form. It is essential that you keep a copy of the completed booking form for your records. Booking is essential for all events and one booking form must be completed for each participant. Please feel free to photocopy the form as often as you need to.

NB. LCC will no longer be providing an e-mail/text/phone call reminder service to attendees. It is the responsibility of each participant to know the Professional Development Programme details. Professional Development Programme events and related information 'Customer Charter and Complaints Policy' are available on our website [www.clcc.ie](http://www.clcc.ie). Participants will only be contacted if there is any change. LCC will no longer operate a waiting list for Professional Development Programmes booked out. LCC will confirm acceptance of all bookings by e-mail. A booking cannot be considered to have been accepted by LCC unless it has been confirmed by e-mail. If a booking form is hand delivered, then a hand written receipt will be issued on the day.

Once a booking has been made with LCC, the participant agrees to be bound by the booking and cancellation conditions of LCC.

All Professional Development Programmes are subject to a minimum number of participants registering. In the event of a Professional Development Programme not proceeding, a LCC staff member will contact you to discuss the following options;

- transfer to an alternate Professional Development Programme if available
- a refund of fees paid.

## Payment

Full payment must be made when submitting completed booking forms prior to the commencement of a Professional Development Programme. Participation on a Professional Development Programme is subject to the full payment being received by any of the following methods;

- Cheque (only cheques issued by an Irish bank are acceptable)
- Bank draft
- Postal Order

All cheques/bank drafts/postal orders should be made payable to LCC or Limerick Childcare Committee.

**Please note that no cash payments will be accepted at any time.** This is for security and health and safety reasons. Therefore please do not ask for cash payment to be accepted as refusal may offend.

**LCC, Lower Ground Floor, Croom Mills, Croom, Co. Limerick**  
**T | 061 600918 E | [info@limerickchildcare.ie](mailto:info@limerickchildcare.ie) W | [www.clcc.ie](http://www.clcc.ie)**

## **Fees**

Fees are correct at time of advertising. The most current list of fees for Professional Development Programmes is available on our website ([www.clcc.ie](http://www.clcc.ie)). It is the responsibility of the participant to ensure that they are aware of the current fee for the course being booked. LCC reserves the right to alter fees at any time should unforeseen circumstances require it.

## **Cancellations & Refunds**

LCC reserves the right to postpone or cancel a Professional Development Programme due to unforeseen circumstances. If a Professional Development Programme is cancelled by LCC, a refund will be given to participants or where possible the fee may be transferred to another Professional Development Programme by mutual agreement (subject to availability)

Any fees paid by participants who fail to attend a Professional Development Programme are non-refundable and LCC reserves the right to re-allocate that place. However, participants may substitute a delegate or alternative participant if the place has been secured.

LCC shall not be liable for any loss or damage to any person(s) in relation to any accident, illness which results in them being unable to attend or complete a Professional Development Programme or for loss or theft of personal effects or money while attending.

## **Conduct**

All course participants are expected to conduct themselves in an appropriate manner at all times during the Professional Development Programme. There should be mutual respect for everyone's opinions and views that may be shared and no talking amongst the group when the tutor is speaking.

Late arrivals are very disruptive and participants are required to arrive 10 minutes prior to the start time.

## **Tutors**

LCC have a diverse range of Tutors, who bring a high level of knowledge and experience into their respective Professional Development Programme. All Tutors will require participants to 'Sign In' and 'Sign Out' to confirm attendance in accordance with Health & Safety guidelines and participants are required to complete a Professional Development Programme Evaluation Form' and return to Tutor prior to the session finishing.

## **Complaints**

LCC will follow their Customer Charter (available on LCC website [http://www.clcc.ie/Libraries/Training/CLCC\\_Client](http://www.clcc.ie/Libraries/Training/CLCC_Client)) in relation to dealing with any complaints. Any complaints should be made to LCC who will register the complaint and it will be dealt with through the Complaints Policy (available on LCC website [http://www.clcc.ie/Libraries/Training/CLCC\\_Complaint](http://www.clcc.ie/Libraries/Training/CLCC_Complaint))

## **Data Protection**

The personal information provided by participants is protected under Data Protection Acts. It will be used only for the purpose of LCC administration on Professional Development Programmes.

## **Acceptance**

All participants undertake, by virtue of making a booking with LCC to be bound by the terms and conditions outlined above, which they will have deemed to have been read, understood and accepted by the person/s participating.

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