

Booking Conditions

Payment must be made in full **2 weeks prior** to course commencement. All of our courses require a minimum number of participants to run. In the event of a course being cancelled, participants will receive a full refund. New Ross & District Chamber aims to contact you a week in advance if a course is cancelled.

Please note that the course description is intended as a guide. The facilitator reserves the right to deviate somewhat from the description in order to best accommodate the needs of the participants and the dynamic of the group.

Cancellation Policy

New Ross & District Chamber reserves the right to cancel an event where it is deemed non-viable. If an event is cancelled, registrants will be offered a full refund where payment has already been made.

Cancellation by Participants

Should a participant need to cancel **1 week or more prior** to a course, they will receive a refund minus the cancellation fee of 10% or receive credit to be used within 12 months of the date of the initial payment.

Should a participant need to cancel **between 1 week to 1 day prior** to the start of a course or event, they may transfer to another course or event of equal value or receive credit to be used within 12 months of the date of the initial payment.

Cancellation or transfer requests made 1 week prior or less to a course will not receive a refund, but may receive credit or the option to transfer to another course if booking numbers for the course from which they are transferring is currently over 6 participants. If the request is made due to illness, in advance of beginning the course, the participant will need to present a doctor's note and will be given the option to transfer to another course or event at a later date.

On the day the course begins or beyond this point, we cannot provide refunds, credit or transfers, nor do we provide partial refunds if participants have missed for any reason.

We cannot confirm your place on a course until we have received full payment.

If you have any questions with regards to our terms of booking, please call us on 051-425077 or email admin@newrosschamber.ie

Complaints Procedure

In the unlikely event that you are unhappy with any aspect of the course, please contact us **no later** than 3 working days following completion at admin@newrosschamber.ie whereby the matter will be investigated without delay.