



**eqs**

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# **Level 1 Echo Course November 2023 Terms and Conditions**



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## **Booking Terms & Conditions**

### **Level 1 Echo Course**

**Churchill College, Cambridge**

**4th November 2023**

### **General**

Please note that speakers/presenters may express a wide variety of opinions and views which are the view of the individual and not that of Echo Quality Solutions LTD (EQS).

By booking onto one of our courses, you are agreeing to our terms and conditions.

By booking through our online system, you are registering yourself as a paying delegate for this Level 1 echo course.

All course materials and videos are the intellectual property of Echo Quality Solutions LTD. By booking onto a course, or purchasing materials on the website, delegates acknowledge this and agree not to copy or distribute these materials.

Echo Quality Solutions LTD reserves the right to make minor alterations to the programme, speakers, or venue of any of our courses.

Echo Quality Solutions LTD will not accept liability for transport disruption or individual transport disruption.

Echo Quality Solutions LTD accepts no liability for signal transmission disruption during the event.

Echo Quality Solutions LTD does not accept responsibility for the loss or damage of a delegate's property/personal effects whilst attending a course.

### **Cancellation/Refund policy**

Delegates making a cancellation must do so in writing to [www.echo-quality.com](http://www.echo-quality.com).



Delegates making a cancellation in writing more than four weeks before a course will be refunded in full, less a 10% administration fee. Cancellations received less than four weeks before a course will not be entitled to a refund.

Should a course be cancelled for any reason, we shall endeavour to reschedule or refund the cost of the course in full.

Requests to transfer to a future course must be made in writing and may not be possible if the vacated place cannot be filled.

If, for any reason, a delegate should not feel happy with the quality of a course, or something should happen during a course, which is outside the control of Echo Quality Solutions LTD, that affects the quality of a course, the delegate will not be entitled to a refund.

### **Data, Privacy and GDPR**

Please read our privacy policy in full before registering for a course. The privacy policy can be accessed via the policy page of our website [www.echo-quality.com](http://www.echo-quality.com).

All delegates' details will be kept on our records, but we will not share your contact details with anyone and we will not contact you about anything other than the event you're booked to attend – unless you have indicated otherwise.

Marketing Emails and Communications. By registering for the course, you are opting in to receive emails, communications and updates regarding the event you have registered for.

Post conference feedback. Echo Quality Solutions LTD. consider that feedback is essential in assisting us deliver the highest quality of education and events. To encourage this, we request all delegates to provide their views after attending the Level 1 echo course via our online feedback survey. You will need to complete the course feedback survey before the certificate of attendance will be sent. The link to the online survey will be emailed to you after the conference, using the email address that you registered with on the EQS website.

### **Accessibility**

EQS is committed to providing access for all. We aim to hold all our events at venues that are wheelchair accessible. Please let us know your requirements as early as possible and we will do our best to accommodate your needs. You can tell us about your requirements by contacting us at [www.echo-quality.com](http://www.echo-quality.com).



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If you require a personal assistant or carer to attend the course with you, they are very welcome. If they want to be catered for during the event then the cost of this catering will need to be covered by the delegate/carer; otherwise the personal assistant or carer's place will be free. Please contact us at [www.echo-quality.com](http://www.echo-quality.com) to book their free place.