



## Booking Terms & Conditions for Online Training Courses

*Virtual Bell Creative*

### 1. Booking and Payment

- All course bookings must be made via the Virtual Bell Creative website
- Full payment is required at the time of booking to secure your place.
- Places are limited to a maximum of 10 participants per course to ensure high-quality interaction and tailored support.

### 2. Confirmation

- You will receive a confirmation email upon successful booking and payment.
- Teams links will be sent 24–48 hours before the course starts.

### 3. Cancellations and Refunds

- Cancellations made **7 or more days** before the course start date are eligible for a full refund or a free transfer to another course (subject to availability).
- Cancellations made **within 7 days** of the course are non-refundable.
- If you are unable to attend, you may transfer your place to another person — please notify us in advance.
- No-shows are not eligible for refunds or transfers.

### 4. Course Rescheduling or Cancellation by Us

- In the unlikely event that Virtual Bell Creative needs to cancel or reschedule a course (e.g. due to illness or unforeseen circumstances), you will be offered a full refund or a place on a future session of your choice.

### 5. Technology Requirements

- Courses are delivered online. It is your responsibility to ensure you have a reliable internet connection and access to Teams ahead of the session.
- We recommend using a laptop or desktop for the best experience.

### 6. Course Materials & Access

- Materials shared during the session (e.g. slides, templates, resources) are for personal or business use only and must not be reproduced or shared without permission.
- Recordings are not normally provided unless explicitly stated.



## **7. Participant Conduct**

- All attendees are expected to behave respectfully and professionally. Disruptive behaviour may result in removal from the session without refund.

For questions or special requirements, please contact: [bekah@virtualbell.co.uk](mailto:bekah@virtualbell.co.uk)