

DAPTC Courses, Conferences and Seminars (referred to below as 'courses') Terms and Conditions

Joining Instructions – on-line courses

The delegate will receive an emailed course confirmation from DAPTC with the Zoom joining code approximately one week before the course date. If this is not received, please contact us as it may indicate we have not received the booking. An email showing the list of delegates and confirming we have sent the joining information to the delegate will also to be sent to the clerk originating the booking.

Joining Instructions – face to face courses

The delegate will receive an emailed course confirmation from DAPTC, including directions to the venue and other course details approximately one week before the course date. If this is not received, please contact us as it may indicate we have not received the booking. An email showing the list of delegates and confirming we have sent the joining information to the delegate will also to be sent to the clerk originating the booking.

Cancellation by/on behalf of the delegate

Unless a cancellation is advised to [DAPTC](#) by email at least four clear working days prior to the course date, your council will still be invoiced and the full course fee will still be payable.

Cancellation by DAPTC

As fees are invoiced after a course, no refunds will apply.

We reserve the right to cancel a course at any time, or to offer an alternative date, without recourse. Course information is correct at the time of publication, however alterations are occasionally necessary due to circumstances beyond our control. Courses may have to be cancelled if an insufficient number of delegates are booked to attend.

Late Bookings

Our invoice will include an additional £5.00 to cover administration costs for bookings received less than seven clear working days prior to the course date i.e. for a booking received on a Tuesday for a course being run on the following Thursday, the additional £5.00 charge will apply.

Amendment to any booking – change of delegate

No charge to amend the booking to a different councillor or employee (where appropriate to the course) within the same council, provided the information is emailed to us at least four clear working days before the course date. The Late Booking charge will apply to amendments received after this time.

Amendment to booking – transfer to an alternative course

No charge to transfer the booking to an alternative course, provided the information is emailed to DAPTC at least ten clear working days prior to the original course date. Transfer requests received after this but not less than four clear working days prior to the original course date are subject to the Late Booking charge; transfer requests received less than two clear working days prior to the original course will be subject to the Cancellation Charge.

Our expectations of delegates attending DAPTC courses:

- Delegates must show respect to one another at all times;
- Delegates must show respect to those organising and delivering the event;
- Questions of the person(s) delivering the event are encouraged but they should be constructive and not framed in such a way to attack that person or others;

- Delegates wishing to ask a question should indicate by raising their hand and should not cut across another person who may be speaking;
- Delegates are reminded that conversations between delegates whilst a speaker is delivering a presentation are disruptive.

Requests for advice on individual issues raised before, during or after training sessions

Trainers will give information in relation to the actual course content only, they are unable to answer individual requests for advice unless they feel the query is of relevance and benefit to all the delegates present. Any queries not falling into this category can be put up through your council (i.e. raised at a council meeting) and the council can ask the clerk to contact DAPTC by email or phone.

Sponsors and exhibitors – face to face courses.

DAPTC invite exhibitors to conferences, seminars and the AGM to give councillors and clerks the opportunity to meet with the exhibitors to find out more about the service they provide and recent innovations. The presence of an exhibitor does not imply an endorsement by the DAPTC or by individual officers of DAPTC.

Where DAPTC have received sponsorship from an organisation (as shown on the Conference, Clerks Seminar and AGM agendas and the Annual Report) this does not imply an endorsement by the DAPTC or by individual officers of DAPTC.