

Course Booking Terms & Conditions



October 2020

1. Booking process

To book an course please contact Outspoken Cycles Ltd at team@outspokencycles.co.uk or book via our website. Bookings will be confirmed in writing from Outspoken Cycles.

2. Payment

Outspoken Cycles will send an invoice after the event unless otherwise agreed beforehand for courses booked via email/over the phone. Invoices are issued, and must be paid, in British Pounds Sterling (GBP) before the date of the course. We will send full details of how to pay with the invoice. Alternatively you can book and pay via our website.

3. Cancellation of bookings

We ask that you let us know as soon as possible if you wish to cancel or modify a course booking. Requests to cancel or modify a booking must be made in writing. Cancellation and modification charges depend on when we receive your written cancellation notice:

30 or more days before the event start date: we will charge 10% of fees.

29 to 8 calendar days before the event start date: we will charge 50% of fees.

7 calendar days or fewer before the course start date: we will charge 100% of fees.

3. Cancellation of bookings by Outspoken Cycles

Outspoken Cycles will always try to avoid cancelling courses but sometimes it is necessary to cancel courses due to staff illness or other unavoidable issues including government lockdowns as in the Covid-19 pandemic. We will always endeavour to avoid this and only ever do so as a last resort. If we do cancel we will always do our best to give as much notice as is possible in the circumstances. In this case we will offer a full refund for any course bookings or a change to a future date.

We reserve the right to cancel a course if we have less than 4 bookings for any given date.

4. Accommodation and Travel Bookings

For some courses you may choose to book accommodation or travel for before, after or during the course. We always recommend you booking accommodation or travel where you are able to cancel or move the booking in case for any reason we are forced to change the date or cancel the course.

Outspoken will not be liable for any accommodation or travel fees that arise from cancelled or moved courses.

5. Data Protection

For all bookings, unless you tell us otherwise, we will add your contact details to our confidential and secure customer database. We will never share your details with external agents.

6. Covid-19

Participants should not attend any of our courses if they or anyone in their household have experienced any of the symptoms associated with Covid-19 in 14 days prior to the start date of the course, or if they have been asked to self-isolate as part of the Track and Trace programme.

If you experience any of the symptoms during your time on the course please inform your instructor immediately and you will be asked to leave the course.

NHS UK website has listed the main symptoms of coronavirus as:

- **high temperature** - this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **new, continuous cough** - this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **loss or change to your sense of smell or taste** - this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

If you are required to self isolate or develop symptoms and therefore cannot attend the course we will defer your place to a future date.