

Course Booking Terms & Conditions



June 2023

1. Booking process

To book a 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 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.

3a. Cancellation, postponement or modification of bookings

We do understand that sometimes plans change. Equally, we have to work to ensure the viability of courses for others who have booked and consequently, as a small business, ensure economical viability for ourselves. With this balance in mind we operate the following cancellation policy:

We ask that you let us know as soon as possible if you wish to cancel, postpone or modify a booking for any reason. Any postponement or modification will be considered a cancellation and subject to the fees detailed below. If you are unable to make an entire day, of a multi day course, this shall be considered a cancellation as we may not be able to teach you if you have missed critical sections of the course. In the event of any form of cancellation we must be notified in writing by email to team@outspokencycles.co.uk. This is in addition to any phone conversation with any of our staff:

One day courses, including 1-2-1 teaching bookings:

Written notice of cancellation 30 or more days before the course start date: we will charge 10% of course fees.

Written notice of cancellation 29 days or fewer before the event start date: we will charge 100% of fees.

Courses that run over multiple days (Intermediate and Advanced)

Written notice of cancellation 60 or more days before the course start date: we will charge 10% of course fees.

Written notice of cancellation 59 days or fewer before the event start date: we will charge 100% of fees.

3b. 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.