



StellaR Communicators - Terms & Conditions

The person who completes the booking form is 'the client' and is therefore subject to the booking and cancellation terms and conditions.

Participant details must be for the person attending the course, the client is responsible for providing the correct details so that 'Stella' can contact the participant directly.

Failure to provide the correct information may result in the participant not being able to access the training and if this occurs, Stella shall not be responsible.

Any costs incurred because of failure to provide the correct information is the responsibility of the client.

Stella is unable to change a valid email address within her booking system so if you book with a third-party email as the participant, you must insure you can send all correspondence to the participant(s) attending.

Stella will take no responsibility for them not having received workshop information.

Makaton Workshop Bookings:

By completing and submitting the booking form, the client agrees to the dates and times booked. Stella is not responsible if the participant cannot/does not attend.

In the case of invoicing an organisation, once a booking form has been completed the client is obligated to transfer the invoice to their administrator/finance team and secure prompt payment. Payment terms will be explained on the invoice. Late payments may incur a fine and any non-payments will be taken to the small claims court.

Any cheques are to be made out to Stella Rogers.

All invoices are payable to Stella Rogers without any discount or payment plans of any kind unless otherwise agreed in writing with Stella.

Once booked and an invoice is sent, the client is contractually obliged to pay the full fee for the course by the date shown on the invoice. The invoice contains Stella Rogers' payment details.

Stella Rogers is a Self-Employed/Sole Trader

Stella Rogers is **NOT** paid via PAYE through The Makaton Charity.

Workshop Cancellations:

Stella Rogers reserves the right to cancel or postpone the course at short notice, in the case of Stella cancelling the course the client will be offered an alternative course or refund. Stella cannot be held liable for any costs the client may incur in arranging travel and/or accommodation in relation to the course should the course be cancelled or postponed.

Participant Illness or Absence:

Tickets for events are non-refundable. If you are unable to attend your event at the time and date booked for any reason including sickness, you are not eligible for a refund however, the client may be transferred to alternative workshop dates of their choosing at the discretion of Stella.

Event costs are covered by the sale of tickets, therefore a ticket bought is only for the event on that date.

If you know you are unable to attend a course more than 24hrs in advance, you can transfer your booking to someone else to attend in your place.

It is your responsibility to let Stella know the new contact details including, mobile number and email for the new participant and to pass on any venue or course information to the new participant including workshop manuals.

Cancellation by the Client or Participant:

Cancellations must be received in writing and Stella will accept the cancellation based on the date it is received in writing.

In the event of the client wishing to cancel a booking, they are subject to the following charges plus any costs already incurred by Stella Rogers:

Virtual courses: 15 days' notice for full refund

In-person courses: 30 days' notice for full refund

50% refund 14 to 29 calendar days prior to commencement of the course.

No refund if cancelling less than 14 days before commencement of the course.

In the case of costs being incurred by Stella Rogers and retained at the point of cancellation, Stella will produce copies of any documentation and receipts and make them available to the client.

Transfer of dates or participant:

Should the client wish to transfer onto an alternative course date prior to their original course date, the request must be put in writing and must be made at least 30 days for in-person courses, or 15 days for online courses, prior to commencement of the course.

Stella will try to accommodate the request where possible. Only one transfer request per person will be received.

If you wish to transfer your booking to someone else, you must email the name, email address and mobile number of the person taking the place at least 24 hours before Day 1 of the course.

It is the Clients responsibility to ensure that the new participant has also received any manuals and resources that were sent to the original participant in time for the course start.

Stella Rogers reserves the right to change the Booking and Cancellation Policy. Any changes will become effective immediately.

Any queries please contact

Stella Rogers - Makaton Tutor

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