

CUSTOMER POLICY

Booking, Payment and Cancellation Policy

How bookings are confirmed, paid, changed, transferred or cancelled.

LEGAL ENTITY The Outreach Organisation Ltd, trading as Outreach Rescue

VERSION 1

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At a glance: Every booking requires documented customer authorisation, either as a purchase order or written confirmation by email. Customers with an approved credit facility are invoiced under their agreed credit terms. All other customers receive a proforma invoice and must make the required advance payment before the booking is confirmed: normally 50% when delivery is more than 28 calendar days away, or 100% when delivery is 28 calendar days or less away.

1. About this policy

The Outreach Organisation Ltd trades as Outreach Rescue. Invoices, payment information and bank details may therefore use the legal name The Outreach Organisation Ltd; both names refer to the same company.

This policy applies to training courses, related accommodation and other services booked with Outreach Rescue. It explains our standard arrangements for confirming a booking, taking deposits, collecting balances, processing cancellations and managing delegate changes or course transfers.

This policy forms part of our [Booking Terms and Conditions](#). Where a quotation, contract or other written agreement expressly sets different payment terms, those agreed terms will apply to that booking.

2. Key terms

Documented customer authorisation: A purchase order or written confirmation by email from a person authorised to book on the customer's behalf. It must identify the booking and confirm the customer's authority to proceed.

Approved credit facility: A credit arrangement formally approved by Outreach Rescue, with an agreed credit limit and payment terms. It is separate from the customer's authority to make a booking.

Purchase order (PO): A formal customer document authorising the purchase and providing an invoice reference. A PO does not create a credit facility or alter agreed payment terms.

Deposit: A part-payment toward the total booking value. It is not an additional charge and will be credited against the final balance or any cancellation charge that becomes payable.

Total booking value: The combined course and accommodation fees booked through Outreach Rescue, excluding VAT. VAT will be added where applicable. Any separately identified non-returnable third-party costs are dealt with under section 7.

Notice period: The number of calendar days between the date Outreach Rescue receives a written cancellation or change request and the first scheduled day of the course or service.

3. Confirming and paying for a booking

3.1 Documented customer authorisation

Every booking must be supported by documented customer authorisation. This may be a valid purchase order or written confirmation by email from a person authorised to book on the customer's behalf. This requirement applies whether the customer pays in advance or has an approved credit facility.

A purchase order records the customer's authority to buy; it does not itself provide credit. A booking discussed or quoted is not confirmed merely because dates or places have been proposed.

3.2 Standard payment arrangements

Booking basis	Payment requirement	When the booking is confirmed
Approved credit facility	An invoice is issued in accordance with the customer's agreed credit limit and payment terms.	When documented customer authorisation has been accepted and Outreach Rescue confirms that the approved credit facility applies.
No approved credit facility: more than 28 calendar days before delivery	A proforma invoice is issued. 50% of the total booking value is payable within seven calendar days. The remaining 50% is due 28 calendar days before delivery.	When documented customer authorisation has been accepted and the 50% payment has been received and cleared.
No approved credit facility: 28 calendar days or less before delivery	A proforma invoice is issued for 100% of the total booking value, payable immediately.	When documented customer authorisation has been accepted and full payment has been received and cleared.

An advance-payment booking remains provisional until the required payment has cleared. Outreach Rescue will normally allow seven calendar days for payment where the course starts more than 28 days later. If payment is not received by that deadline, we may release the dates or places for other customers.

For customers without an approved credit facility, where delivery is 28 calendar days or less away no seven-day holding period applies. The booking remains provisional and Outreach Rescue may continue to offer the dates or places to other customers until full payment has cleared.

3.3 How to make payment

- 1. Receive the invoice:** Outreach Rescue will issue a proforma invoice, balance invoice or credit-facility invoice as appropriate.
- 2. Follow the payment link:** The invoice contains a payment link. Follow that link to view the relevant payment instructions and bank details.
- 3. Use the invoice reference:** Quote the invoice or payment reference so the payment can be matched promptly to the booking.
- 4. Receive confirmation:** Outreach Rescue will confirm the booking once documented customer authorisation has been accepted and either the required advance payment has cleared or an approved credit facility has been confirmed for the booking.

4. Remaining balances and approved credit facilities

Where a 50% deposit has been paid, the remaining 50% is due no later than 28 calendar days before delivery. This creates no more than two scheduled payments: the deposit and the final balance.

Customers seeking credit may be asked to complete an Application for Credit and provide supporting information. Submission of an application does not guarantee approval and does not confirm a booking. Until Outreach Rescue confirms approval, the advance-payment arrangements in section 3 apply.

Customers with an approved credit facility will pay according to their agreed terms, normally within 30 days net of the invoice date and subject to any approved credit limit. A purchase order does not create a credit facility or change the agreed invoice terms unless Outreach Rescue accepts different terms in writing.

If payment is overdue, Outreach Rescue may suspend or cancel the booking, withhold certificates or other outputs until payment is received, and require advance payment for future bookings. Cancellation charges may still apply where a booking is cancelled or released because payment was not made by the agreed date.

5. Cancellation, delegate changes and course transfers

Please contact Outreach Rescue as soon as possible if a booking needs to be cancelled or changed. Requests must be made in writing by the original booker or another person authorised by the purchasing organisation.

Notice received	Cancellation charge	Delegate change	Transfer to another date
56 calendar days or more	No cancellation fee	Free of charge	Free of charge
29-55 calendar days	50% of total fees	Free of charge	£40 administration fee
8-28 calendar days	100% of total fees	Free of charge, subject to the conditions below	Not normally offered
7 calendar days or less	100% of total fees	Considered case by case, subject to the conditions below	Not normally offered

Total fees: the combined course and accommodation fees booked through Outreach Rescue, excluding VAT. All monetary values, fees and charges in this policy are stated excluding VAT; VAT will be added where applicable.

6. How deposits and refunds are applied

- Where no cancellation fee applies, amounts paid will be refunded, less any specifically incurred non-returnable third-party costs described in section 7.
- Where a cancellation fee applies, the deposit or other payment already received will be credited against that fee. Outreach Rescue will not retain a deposit and then charge the same amount again.
- If the amount already paid exceeds the applicable cancellation charge and any deductible third-party costs, the balance will be refunded.
- If the amount already paid is less than the applicable cancellation charge, the outstanding balance remains payable.
- Where a transfer is agreed, payments already received will normally be moved to the replacement booking. Any applicable £40 administration fee is charged separately.

7. Third-party costs, delegate changes and minimum bookings

7.1 Non-returnable third-party costs

Some bookings require Outreach Rescue to commit costs to a third party, such as external accommodation, venue hire, registration, enrolment or accreditation fees. If those costs cannot be recovered following a cancellation or change, the amount actually incurred may be deducted from any refundable part of the payment received. Where the cancellation charge already covers that loss, the same cost will not be charged twice.

7.2 Changing a delegate

A replacement delegate must meet all prerequisites and must have enough time to complete any required pre-course learning, registration or enrolment. A late change may be refused where it cannot be processed safely or administratively in time. Any third-party fee already incurred for the original delegate may remain payable.

7.3 Courses arranged for a minimum number

Where Outreach Rescue has specifically listed or arranged a course on the basis of an agreed minimum attendance, we may charge for that minimum number even if fewer delegates ultimately attend. We recommend that organisations identify a suitable standby delegate where practical.

8. Exceptional circumstances, contingency and insurance

Illness, emergencies, operational demands, staffing difficulties, transport disruption and other circumstances affecting the customer or its delegates do not transfer responsibility for the booking to Outreach Rescue and do not remove or reduce the cancellation charges in section 5. Those charges protect the costs and trainer commitments associated with the booking, maintain course viability and enable Outreach Rescue to continue delivering its training programme.

Customers should make reasonable contingency arrangements, including identifying suitably qualified standby delegates wherever practicable. Customers are also responsible for considering suitable insurance for course fees, accommodation, travel and other associated costs.

9. Cancellation or changes by Outreach Rescue

Where an open course has insufficient confirmed delegate numbers to run safely and viably, Outreach Rescue may cancel or reschedule it. We will normally give at least 28 calendar days' notice. Customers may transfer to a suitable alternative date or receive a full refund of payments received for the cancelled course or service.

In rare circumstances outside our reasonable control, shorter notice may be unavoidable. Examples include extreme weather, sudden unavoidable staff sickness despite reasonable contingency arrangements, loss of a venue, essential equipment failure, official restrictions or another unforeseen event. We will notify affected customers as soon as reasonably practicable and will offer a suitable alternative date or a full refund of payments received for the cancelled course or service.

Outreach Rescue is not normally responsible for indirect costs or arrangements made independently by the customer, such as travel or accommodation not booked through us. Customers are encouraged to use flexible or refundable arrangements where possible.

10. Acceptance, statutory rights and contact

Providing a purchase order or written confirmation by email supplies the documented customer authorisation required for the booking. Accepting a quotation, making a payment or otherwise proceeding with a booking indicates acceptance of this policy and the Booking Terms and Conditions. Nothing in this policy limits any statutory rights that cannot lawfully be excluded.

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