

2017

Booking a course with Outreach Rescue

The following information will provide you with details of our booking and cancellation procedures

How do I reserve a place on a course?

Currently, all Outreach Rescue courses are booked by Learning & Development managers or similar within individual organisations.

We are unable to accept booking requests direct from FRS or HART employees.

Private customers may book direct with Outreach Rescue.

What if I need to change or cancel the course booking?

Employer sponsored clients should immediately contact their booking department if they become aware of any reason that could result in their not being able to attend.

The Organisation should then contact Outreach Rescue as soon as possible.

Please be aware that an increasing number of Outreach courses have pre-course learning which must be completed prior to the delegate attending the residential element, therefore sufficient time must be allowed for this if there is any change to named attendees.

Private customers should contact Outreach Rescue direct.

What does the course price include?

Included within the cost of the course, are course fees including pre-course learning where relevant, lunches, and any PPE required.

Course price includes the cost of on-site or off-site accommodation. Please notify Outreach at the time of booking if accommodation or meals are not needed

Please note that any cancellation charges applied will include accommodation costs

The following criteria will apply if you need to change or cancel a booking

1. 8 weeks or more before the residential course start date

If the change or cancellation applies to a course where it is 8 or more weeks before the start of the residential element of the course then an administration fee of £35 will apply.

2. 6-8 weeks before the residential course start date

If a change to a booking is requested 6-8 weeks before the start of the residential element and the place cannot be transferred to another delegate from within your Organisation, then a 25% cancellation fee will be charged. If you would like to transfer the delegate to another course/date, then an administration fee of £35 will apply.

3. 0-6 weeks before the residential course start date

If a booking change is requested within 6 weeks of the booked residential course start date, and the place cannot be filled by someone from within your organisation, then a 100% cancellation fee is payable. An administration fee of £35 will also apply. Unfortunately, we are not able to transfer to another course within this timeframe.

How do you pay for courses?

An invoice will be sent for payment the month before the start of the course, dependent on when the course was booked. The invoice will be for the cost of the course and accommodation booked, unless you have notified us differently.

Standard terms apply, payment is required within 30 days of the date of issue on the invoice.

Further information

If you require any further information please email: enquiries@outreachrescue.com or call 01248601546