

# Technical training courses



[www.artistraining.com](http://www.artistraining.com)

We are currently planning the ARTIS training programme for the coming year incorporating new courses and trainers for 2021.

We know it's still early days but thought you should know we are starting to put plans together to ensure your safety at our courses

We are looking to:



Make sure we can strictly enforce social distancing by limiting numbers on the courses or looking to use larger venues

Follow strict hygiene and cleaning guidelines



Ensure all trainers are guided to ensure new measures can be enforced and maintained

When lunch is provided, offer packed lunches where possible



We will also offer more flexible terms and conditions and cancellation policies

## Cancellation of course bookings

Where balance payment has been made in full prior to the due date, cancellations received prior to 21 days before the programme starts are eligible for a full refund of the balance payment.

Cancellations received after the 14 day cancellation period but more than 14 days before the course date are eligible for a 50 per cent refund of the balance payment of the course fees.

Cancellations received later than 14 days prior to the start of the programme are not eligible for the refund of any fees. If you are unable to attend due to exceptional circumstances, a new date may be offered at the discretion of ARTIS. You may be asked for supporting documents to prove the exceptional circumstances alleged.

### **Cancellation by ARTIS**

All courses are subject to a minimum number of attendees and whilst every effort is made to avoid changes to our programme, ARTIS reserves the right to withdraw any course. If for any reason ARTIS cancels a course, all course fees will be returned in full or arrangements made for a place on another scheduled course. We cannot however reimburse the cost of any pre-booked travel arrangements and suggest that you might like to consider travel insurance to cover any significant costs incurred.

### **Additional Terms – Coronavirus (COVID-19)**

Due to the current and ongoing situation due to the Coronavirus (COVID-19) pandemic, we have made by exception, additional terms to our cancellation policy.

At present all ARTIS training courses will continue to take place as scheduled unless you are notified otherwise. Any action taken will be in accordance with Government advice.

If you have booked on one of our courses and are unable to attend due to:

- a confirmed case of COVID-19 (Coronavirus) or
- a requirement to self-isolate based on Government advice or
- because Government public health measures mean you are not allowed to travel

our normal cancellation policy will not apply, and we will offer a full refund although will have to apply a refund fee of £25.00 to cover the administrative charges surrounding the repayment.

Your safety matters. If you think Coronavirus (COVID-19) may affect your plans, please contact us at the first opportunity

Email: [info@artistraining.com](mailto:info@artistraining.com)

Telephone number: 01223 342444