

## **REGISTRATION INFORMATION / TERMS AND CONDITIONS**

### **YOU MAY REGISTER BY:-**

**Fax: (01489) 773050**

**Post: Dimplex, Millbrook House, Grange Drive, Hedge End, Southampton, SO30 2DF**

**Email: training@dimplex.co.uk**

**Please mark for the attention of the Renewables Coordinator**

### **Directions and Accommodation:**

- A map and directions will be sent with confirmation of your booking as well as local accommodation details

### **Fee:**

- The fee includes course documentation as well as mid-session refreshments and lunch. Please advise if you have any special dietary requirements.

### **Installer Pack:**

- On the day you will receive your free Dimplex installer pack with everything you will need including a high-visibility vest, tape measure, meeting folder plus lots more, all packed in a durable bag.

### **Cancellation Policy:**

- **Full Course** - Over 14 days prior to the course: Cancellation fee of £75. 7-14 days prior to the course: 50% of the fee. Fewer than 7 days or if no notification is received: Registrant liable to pay FULL course fee.
- **1 day Course** - 7-14 days prior to the course: 50% of the fee. Fewer than 7 days or if no notification is received: Registrant liable to pay FULL course fee.
- **NB:** Cancellations must be received in writing addressed to The Renewables Coordinator.
- Dimplex cannot be held responsible for lost correspondence or delays in posting.
- Substitutions are accepted at any time at no extra charge providing prerequisites are met.
- Should the attendee wish to reschedule their booking, dependant on notice given and situation, a rebooking charge may be incurred. This will be issued at the discretion of the Renewables Coordinator.
- In the event of circumstances beyond our control, Dimplex reserves the right to alter the programme, the speakers, the date or the venue.