

## Booking Terms and Conditions

By booking a course placement at the **Central Scotland Training Centre (CSTC)**, delegates acknowledge and agree to be bound by the terms and conditions in this document.

### 1. PRE-COURSE ISSUES

#### 1.1. Eligibility

**1.1.1.** Due to the coronavirus pandemic and the uncertainty it has created (e.g. regarding local lockdowns, constantly changing travel restrictions etc.), CSTC has put in place the following measures in order to reduce the risks imposed by the coronavirus pandemic:

**1.1.1.1.** Applications for courses more than 2 months in the future shall only be accepted from those coming from within our local catchment area (i.e. Greater Glasgow).

**1.1.1.2.** Applications for courses 1 – 2 months in the future shall be accepted from those coming from within CSTC's regional catchment area (i.e. Central Belt Scotland, within a 1 hour driving radius of CSTC).

**1.1.1.3.** Applications for courses less than 1 month in the future shall be accepted from anyone within mainland UK.

**1.1.2.** The above shall be subject to the following exclusions:

**1.1.2.1.** Local lockdown areas. Anyone coming from an area that is currently in a local lockdown (even if there are indications that the local lockdown may be lifted in the near future) shall not be considered for a course placement at CSTC.

**1.1.2.2.** Out-with the UK mainland. If a person normally lives within the mainland UK area, but is abroad at the time of application, they shall not be considered eligible for a course placement until they are back on the UK mainland. CSTC reserves the right to request evidence of entry into the UK.

**1.1.2.3.** Lack of probity. If a delegate has provided information that is later found to be untrue (e.g. they are not on the UK mainland at the time of application), their application shall be deemed null and void and they may forfeit any fees paid as part of the booking process.

#### 1.2. Booking a course placement.

**1.2.1.** Bookings may be made via telephone or online. However, telephone bookings shall only be valid if they are supported by e-mail confirmation of acceptance of the Terms and Conditions of Booking.

**1.2.2.** No placement shall be secured until a complete application form and the required booking fees have been received and approved by CSTC.

**1.2.3.** In the interests of health and safety of the delegate, CSTC shall not accept any applications for course attendance (either as a delegate or as an observer) where the delegate shall be expected to be at least 22 weeks pregnant by the date of the course.

#### 1.3. Processing and securing a course placement.

**1.3.1.** The delegate accepts that it may take up to five working days for any payment to clear, during which it may be possible for any last spaces on a course to be taken by another delegate.

**1.3.2.** CSTC aims to respond to all applications within 1 calendar month for all routine applications (i.e. applications made more than 2 months before the course date. Applications shall be reviewed on a chronological basis, i.e. applications for earlier course dates shall be prioritised and reviewed before later course dates. Therefore, if a course is less than two months away (i.e. a 'short notice' booking), CSTC shall respond to those applications as the highest priority. The delegate accepts that, until their application is fully processed by CSTC, it may be possible for any last spaces on a course to be taken by another delegate.

**1.3.3.** Until an application form is submitted correctly (i.e. with no missing details on the form) and payment has fully cleared, an application will not be considered (in the queue) for consideration of placement on a delegate's chosen course. CSTC shall accept no responsibility if a course had spaces available at the time of a delegate's application but, by the time the delegate provided any missing details on their application form or by the time they were ready to make payment, the course had subsequently become full. Delegates are advised to not proceed with booking travel or accommodation until they receive acknowledgement from CSTC that their application and payment have been approved. If the delegate does book travel or accommodation, and CSTC is subsequently unable to offer them a placement, CSTC can accept no responsibility for loss of funds in relation to the delegate's booked travel or accommodation.

**1.3.4.** If a course is full and so CSTC is unable to offer a placement, it shall refund the delegate their booking in full.

**1.4. Cooling off period.** The 24-hour period immediately after a booking application and payment has been submitted by a delegate is known as the 'Cooling Off Period'. During the Cooling Off Period, a delegate may change their booking at no additional cost. If a delegate cancels during the Cooling Off Period, a full refund of all monies paid

by the delegate shall be issued by CSTC without any question or objection. The Cooling Off Period shall apply to all bookings made more than 2 months before a course date. The Cooling Off Period shall not apply to short notice bookings (i.e. those made 2 calendar months or earlier before the applicable course date).

- 1.5. Fees and charges.** All booking fees & charges shall be as defined in the appendices of this document.
- 1.5.1.** The booking fee for a course shall comprise the 'course fee' plus an 'administrative charge'. Any accommodation or course manual postage and packaging costs are separate from the booking fee.
- 1.5.2.** After the 'Cooling Off Period', the administrative charge is non-refundable.
- 1.5.3.** Postage and packaging (P&P) for delivery of the course manual: as delegates come from all over the world, P&P may vary depending on the destination where the manual is to be shipped.
- 1.5.4.** The pre-course preparation materials, if they have already been issued to the delegate, shall be deducted from the course fee in the event of any refund being issued to the delegate.
- 1.6. Community Discount.** Delegates residing within CSTC's catchment area (Greater Glasgow) may be eligible for a community discount on their course fee (up to 10%). The standard course fee is initially to be paid by all delegates. CSTC, upon review of a delegate's application, may exercise discretion to award the delegate the community discount which shall then be applied as a refund during processing of the delegate's payment. The discount shall apply only to the course fee, and not to any additional costs (e.g. postage and packaging, accommodation etc.)
- 1.7. Card payments.** All online/telephone card payments shall be processed by WorldPay. Card payments may take up to one calendar week to reach CSTC. Delegates recognise and accept that CSTC shall be in no way responsible for failure of WorldPay services for reasons that are out-with CSTC's control.
- 1.8. Third party payments.** Where delegates rely on a third party (e.g. their employer) to make a payment, the delegate shall be responsible for liaising with the third party to ensure it has made the payment. CSTC shall assume no responsibility for delay or failure of the third party to pay on behalf of the delegate.
- 1.9. Invoices.** CSTC shall raise an invoice upon written request by the delegate or their duly appointed representative. The onus shall be on the delegate to ensure that any third party representative has made such an invoice request. CSTC accepts no responsibility for any payment delay as a result of failure or delay in requesting of invoices.
- 1.10. Receipts.** All card payments shall automatically generate an 'Electronic Receipt' (issued by WorldPay), e-mailed to the delegate's designated e-mail address. CSTC shall not issue any 'Centre Receipt' unless expressly requested by the delegate, in writing. Upon receiving such a request, CSTC shall issue a Centre Receipt within 30 calendar days.
- 1.11. Transfers**
- 1.11.1.** Delegates may be moved from their original course date to an alternative course date on a 'like for like' basis (e.g. an ALS course placement moved to another ALS course). This shall be known as a 'Transfer'.
- 1.11.2.** Transfers are on a non-recurring basis. Only one transfer is permitted per initial booking. Once a transfer is complete, the new course placement becomes fixed (i.e. no further amendments/transfers, cancellations or refunds are permitted).
- 1.11.3. Transfers requested by delegates.**
- 1.11.3.1.** Transfer requests must state the date of the future course to which the delegate wishes to be transferred. Such transfer requests shall only be valid if the new course chosen by the delegate has capacity. If the delegate's chosen date is invalid, CSTC reserves the right to decline the transfer or offer the course fees (i.e. booking fees minus the administrative charge) in the form of CSTC Booking Credits. A valid date must be chosen before the date of the original course. If a valid date is not chosen prior to the original course date, the transfer request shall be deemed null and void.
- 1.11.3.2.** Transfer requests must be made in writing prior to the original booked course date. Valid transfer requests received more than 2 months prior to the original course date shall be honoured by CSTC without the need to find a replacement delegate. Valid transfer requests received 2 months or less prior to the original course date shall only be honoured by CSTC subject to a replacement delegate being found and a £25 transfer charge being paid.
- 1.11.3.3.** The onus is on the delegate to inform CSTC with ample notice, leaving sufficient time to agree upon a valid date with CSTC. CSTC accepts no responsibility for failure or inability to choose a valid date or submit a valid Transfer request within the above prescribed time lines. CSTC shall have up to one calendar week to respond to delegate communications, in all matters pertaining to Transfers, Cancellations, Refunds, Switching and Holding List requests.
- 1.11.3.4.** If CSTC promptly responds to a delegate's correspondence (e.g. to notify the delegate that they have chosen an invalid date to Transfer to) within the permitted one calendar week CSTC response time but, in doing so, this pushes the time line such that the delegate's time limits (to choose a valid date) are breached then CSTC shall in no way be responsible for the consequences arising from this (e.g. Transfer request becoming null and void).

**1.11.4. Transfers offered by CSTC.** If CSTC is unable to accommodate a delegate on a course, for any reason (e.g. course is postponed), CSTC reserves the right to transfer the delegate to the next available course that has spare capacity or offer the delegate the course fee as CSTC Booking Credits, at CSTC's sole discretion.

## **1.12. Switching**

**1.12.1.** Delegates may be moved from their original course type to a different course type (i.e. not on a 'like for like' basis, e.g. an e-ALS course placement moved to an ALS course). This shall be known as a 'Switch'.

**1.12.2.** Switching requests must be made in writing to CSTC. An e-mail shall suffice but shall only be considered a valid request if the Switching request originates from the same e-mail address registered by the delegate at the time of booking.

**1.12.3.** Switching shall incur a £25 Switching administrative charge.

**1.12.4.** When Switching to a lower priced course, delegates shall be refunded the difference less the £25 Switching administrative charge.

**1.12.5.** When Switching to a higher priced course, delegates shall be required to pay the difference plus the £25 Switching administrative charge.

**1.12.6.** Switching requests made more than 2 months before the original course date shall be honoured without the need to find a replacement delegate, subject to availability of capacity on the chosen alternative course.

**1.12.7.** Switching requests made 2 months or less before the original course date shall be honoured (subject to availability of capacity on the chosen alternative course) only if a replacement delegate may be found to fill the vacant slot on the original course date.

**1.13. Standby lists.** Delegates who have a confirmed placement on a CSTC course may request a 'Standby' placement for an earlier course date (on a course that was full at the time of delegate's original booking).

**1.13.1.** The Standby date must be chosen by the delegate at the time of the original booking, in order to be valid.

**1.13.2.** If a space subsequently becomes available on the delegate's chosen Standby course, the delegate shall be transferred from their original course date to the Standby course date at no additional charge.

**1.13.3.** Once a delegate has been transferred from their original course date to the standby course date, the new course date becomes fixed (i.e. no further amendments/transfers, cancellations or refunds are permitted).

## **1.14. Cancellations.**

**1.14.1.** At all times, CSTC reserves the right to cancel or postpone a course, if it deems it necessary. If CSTC should cancel a course, it will always notify the delegate in writing. Delegates should not assume a course has been cancelled without first checking with CSTC. In the event that CSTC should cancel a course, it (CSTC) reserves the right to offer you (the delegate) a transfer or refund at CSTC's sole discretion. Exceptionally, CSTC reserves the right to offer alternative means of remuneration or compensation, if a transfer or refund is not possible. If CSTC has not cancelled a course, and you (the delegate) fail to attend, it will be marked as a 'no show' and all fees paid shall be forfeit.

**1.14.2.** Delegates wishing to cancel their booking must make their request in writing to CSTC. An e-mail shall suffice but shall only be considered a valid request if the cancellation notification originates from the same e-mail address registered by the delegate at the time of booking.

**1.14.3.** Cancellation requests received within the 'Cooling Off Period' shall be eligible for a full monetary refund at no additional charge (except in the case of short notice bookings less than 2 months prior to the course date, when no Cooling Off Period shall exist).

**1.14.4.** Cancellation requests received after the 'Cooling Off Period' but more than 2 months before the course date shall be eligible for a refund of the course fee in the form of CSTC Booking Credits (see 1.14 on how to use the credits) subject to a replacement delegate being found and a £25 cancellation charge being paid. The amount refunded shall equate to the course fee (i.e. booking fee minus administrative charge) less the cost of any pre-course materials that have already been issued.

**1.14.5.** Cancellation requests received less than 2 months before the course date shall only be eligible for a refund of the course fee in the form of CSTC Booking Credits (see 1.14 on how to use the credits) if a replacement delegate can be found to take up the vacant slot on the original course. Again, the amount refunded shall equate to the course fee (i.e. booking fee minus administrative charge) less the cost of any pre-course materials that have already been issued.

## **1.15. Refunds.**

**1.15.1. Monetary refunds,** from the date of authorisation by CSTC, shall be processed within 30 calendar days.

**1.15.2. Booking Credits.**

**1.15.2.1.** Refunds in the form of CSTC Booking Credits may be used by the delegate to book a fresh CSTC course (the date of the fresh CSTC course must be within one calendar year from the date of the original booking).

**1.15.2.2.** After one calendar year, the CSTC Booking Credits shall expire. Delegates are advised to utilise their CSTC Booking Credits as soon as possible as course prices may fluctuate or, indeed, increase. Should that situation prevail, if the CSTC Booking Credits do not cover the new (higher) course price, the delegate shall be required to pay the difference before being able to secure a placement on the course.

**1.15.2.3.** The onus shall be on the delegate to choose a fresh CSTC course in a timely manner. If a delegate delays in choosing a fresh CSTC course date such that no capacity remains on any course within the one-year time limit, CSTC shall in no way accept responsibility for this. In such an event, the Booking Credits shall naturally expire when the one-year time limit is breached.

#### **1.16. Course manual issues.**

**1.16.1.** CSTC shall post manuals to the personal address provided by the delegate on their course booking form. Delegates are responsible for notifying CSTC of any address changes prior to the course manual being issued.

**1.16.2.** By booking a course placement, delegates acknowledge and accept the risks of postal delays or risk of failure of delivery as a result of the postal service or courier service. In doing so, delegates absolve CSTC of any responsibility for such delay or failure to receive course correspondence or course materials. The delegate agrees to bear the cost associated with reissuance of such correspondence or materials.

**1.16.3.** If CSTC receives confirmation from the courier service used to deliver the course manual, CSTC's responsibility for issuance of the course manual shall be deemed to have been fulfilled.

**1.17. Awarding Body issues.** The delegate acknowledges and accepts the risks of delivery delays or failure of receipt of pre-course learning materials/access as a result of the Awarding Body (e.g. their website may be undergoing maintenance). In doing so, the delegate absolves CSTC of any responsibility for such delay or failure to receive pre-course learning materials/access. In matters pertaining to e-learning, the delegate is responsible for contacting the host of the e-learning website. CSTC shall assume no responsibility for failure of the e-learning website.

**1.18. Pre-course access.** CSTC shall strive to ensure that delegates receive pre-course access to learning materials in a timely manner, as per course regulations. Should the delegate not receive their pre-course learning materials on time, the delegate shall be responsible for notifying CSTC and taking the necessary steps to rectify the issue.

**1.19. Pre-course learning.** The delegate is responsible for completion of all pre-course learning prior to attendance at the face-to-face (F2F) component of the course, in accordance with course regulations. Where a course has a pre-course online component of the course, it is recommended that these are completed at least 2 working days before the F2F in order to allow sufficient time for the course administration team to prepare and set up the course. Failure to complete the pre-course online component may result in the delegate not being allowed to obtain a F2F completion certificate even if they subsequently complete the online component at a later date. No refunds shall be given if a delegate fails to complete the pre-course online component in time for the relevant course.

**1.20. Very short notice applications.** Delegates acknowledge and accept that pre-course learning materials shall not be issued by CSTC until the application and payment have been fully processed and, consequently, they will have limited preparation time if they apply for a course at very short notice. CSTC accepts no responsibility for such short notice applications and any impact such short notice may have on a delegate's preparation, performance or course outcome.

## **2. IN-COURSE ISSUES**

**2.1. Issues impacting on course participation.** Delegates are responsible for bringing any issues (that may impact on their ability to take part in the course in the conventional or prescribed manner) to the attention of the administration team and/or Course Director **before** booking a course placement. If delegates fail to do so prior to making their booking, and subsequently find that their participation in the course has been adversely impacted upon as a result of such issues, CSTC shall accept no responsibility for such impact and no refunds or transfers shall be issued by CSTC to compensate for such impact.

**2.2. Attendance.** Delegates are responsible for attending all sessions during a course in a timely manner, as directed by the course administration or directorial team. Delegates acknowledge and accept that failure to attend in a timely manner on their part may result in an 'incomplete' or 'fail' outcome to their course. No refunds or transfers shall be issued by CSTC in such an event. If a delegate either refuses to or is unable to take part in a teaching session for any reason, this should be brought to the attention of the Course Director. The Course Director will try, where possible, to resolve the issue. If, however, this is not possible CSTC may not be able to accept responsibility for the issue or its impact on the delegate's course certification/completion. It is therefore recommended that delegates bring such matters to the attention of the course administrator before booking the course as all course fees, once paid, are subject to the cancellation policy outlined in this document.

### 3. POST-COURSE ISSUES

- 3.1. Post-course placements.** Delegates who require a future course placement in order to complete elements of a course (e.g. to undertake a 3<sup>rd</sup> ALS CAS test or to attend missed teaching sessions in the case of an 'incomplete' APLS course), the responsibility for organising such placements shall lie solely with the delegate. At no point shall CSTC be responsible for ensuring such placements. Communication of the outcome of any post-course placements also lie with the delegate. CSTC reserves the right to verify such outcomes with the supporting centre where the delegate undertook their post-course placement before notifying the accrediting body of the delegate's placement outcome.
- 3.2. Certification.** Delegates acknowledge & accept that CSTC is not responsible for issuance of certificates of successful completion, and that this right lies solely with the accrediting body. Delegates shall be responsible for contacting the accrediting body if they have any difficulties in obtaining their certificate.
- 3.3. Instructorship nominations.** Any nominations for instructorship shall be undertaken by the faculty in accordance with course regulations. Instructorship nominations are made on an invitation basis only and may not be demanded by delegates. Delegates shall respect and accept the decision of the teaching faculty in such matters as final.

## 4. GENERAL ISSUES

- 4.1. Communications.** CSTC shall assume no responsibility for failure of arrival of communications that it sends to delegates, e.g. via e-mail or post, for reasons out-with their control (e.g. delegate's e-mail server filters the e-mail out into SPAM and the delegate is not aware of the e-mail).
- 4.2. Legal entity.** CSTC shall be recognised and accepted by the delegate as the trading name of MERAS Healthcare Limited, the parent legal entity, for the purposes of course administration and management (including processing of payments).
- 4.3. Force Majeure.**
- 4.3.1.** Force Majeure shall be defined as an extraordinary event or circumstance which is beyond the control of either the delegate or CSTC, and is recognised by both parties as such.
- 4.3.2.** In the event of a Force Majeure, both the delegate and CSTC shall be relieved of their obligations as outlined in these Booking Terms and Conditions. Any monies paid by the delegate to CSTC shall be refunded by CSTC within 12 months of the date of the delegate's invoking of this Force Majeure clause. CSTC shall be absolved of any responsibility for any monies lost by the delegate in any other matter (e.g. travel or accommodation booking, not made through CSTC). The delegate shall be absolved of any responsibility for any monies lost by CSTC as part of the booking or course preparation (e.g. administrative time incurred and salaries paid or transaction charges incurred for a booking or course that has to be cancelled as a result of a Force Majeure).
- 4.3.3.** The following situations outline the circumstances that shall be recognised and accepted by both parties (delegate and CSTC) as a Force Majeure for the purposes of these Booking Terms and Conditions. Either party (delegate or CSTC) may invoke Clause 4.3 of this document by writing to the other party, should any of these situations prevail. However, the notification by either party must be within 7 calendar days of the Force Majeure event and be supported by evidence of the causal link between the Force Majeure and the inability of the claimant party to perform their obligations under these Booking Terms and Conditions.
- 4.3.3.1. Bereavement.** This shall be considered a Force Majeure event if the deceased is a direct, first degree relative of the delegate (father, mother, brother, sister, son or daughter).
- 4.3.3.2. Accidents and injuries.** This shall be considered a Force Majeure event if the accident or injury has arisen as a result of a third party being at fault. An example would be a car accident where the third party has caused the accident.
- 4.3.3.3. Personal ill-health.** This shall be considered a Force Majeure event if the delegate has a medical certificate issued by their named doctor (e.g. GP or hospital consultant under whom they were treated) evidencing that the illness would have precluded their attendance at the course.
- 4.3.3.4. Public health emergency.** This shall be considered a Force Majeure event if the severity is such that the Scottish Government imposes restrictions that either prevent CSTC from running a course or prohibit delegates from travelling to the CSTC venue to attend a course. As these Booking Terms and Conditions (i.e. this document) are governed by the Laws of Scotland, any delegate applying or travelling from an area that is not under the jurisdiction of the Laws of Scotland shall be deemed to be out with the remit of protection conferred by these Booking Terms and Conditions and, as such, the Force Majeure clauses within this document shall not apply to them.
- 4.3.3.5. Pregnancy.** This shall be considered a Force Majeure event if the delegate has a medical certificate issued by their named doctor (e.g. GP or hospital consultant under whom they were treated) evidencing that the state of pregnancy would have precluded their attendance at the course. In the case of a pregnant delegate delivering prior to or during the date of a course, this shall also be considered a Force Majeure.
- 4.4. Complaints and concerns.** Any issues of concern (including complaints) about a course (booking, attendance etc.) shall, in the first instance, be raised by the delegate in writing to the CSTC administrator. If the matter cannot be solved to mutual satisfaction, the issue may then be escalated to the course director for the respective course. If the matter cannot be solved to mutual satisfaction, the issue may then be escalated to the CSTC centre director. If that still does not resolve the concern, the issue may then be escalated to the accrediting body. If the accrediting body is unable to resolve the dispute, the matter may be resolved through legal means. Any issues of concern (including complaints) about CSTC itself shall, in the first instance, be raised by the delegate in writing to the CSTC duty manager. If the matter cannot be solved to mutual satisfaction, the issue may then be escalated to the CSTC centre director. If that still does not resolve the concern, the issue may then be escalated to the accrediting body. If the accrediting body is unable to resolve the dispute, the matter may be resolved through legal means. In all matters of dispute, the Laws of Scotland shall prevail.

## Appendix – CSTC Fees and Charges

	Booking Fees <sup>1</sup>		
	Course Fee <sup>2</sup>	Admin Charge	Total
<b>RCUK / ERC Courses</b>			
Immediate Life Support e-learning course (e-ILS)	£75	£25	£100
Immediate Life Support – standard course (ILS)	£125	£25	£150
Paediatric Immediate Life Support (pILS)	£125	£25	£150
European Paediatric Advanced Life Support – recertification course	£450	£45	£495
European Paediatric Advanced Life Support – standard course (EPALS)	£600	£60	£660
Advanced Life Support e-learning course (e-ALS)	£450	£45	£495
Advanced Life Support – standard course (ALS)	£600	£60	£660
<b>ALSG Courses</b>			
Pre-Hospital Paediatric Life Support (PHPLS) – paramedics (special rate) <sup>3</sup>	£250	£25	£275
Pre-Hospital Paediatric Life Support (PHPLS) – all other applicants	£600	£60	£660
Advanced Paediatric Life Support – recertification course (R-APLS)	£450	£45	£495
Advanced Paediatric Life Support (APLS)	£600	£60	£660
<b>CSTC Courses</b>			
Basic Life Support course e-learning course (e-BLS)	£25	£25	£50
Basic Life Support course (BLS)	£50	£25	£75
Anaphylaxis course	£50	£25	£75
Automatic External Defibrillator (AED) course	£50	£25	£75
Emergency Paediatric First Aid course (EPFA)	£75	£25	£100
Emergency First Aid course (EFA)	£75	£25	£100
Paediatric First Aid course (PFA)	£125	£25	£150
First Aid course (FA)	£125	£25	£150
<b>Teaching Skills Courses</b>			
Immediate Life Support Instructor course (ILSi)	£125	£25	£150
Generic Instructor Course (GIC)	£680	£70	£750
<b>Pre-Course Learning Costs <sup>2</sup></b>			
	Mainland UK	Europe	Rest of World
Online access to e-learning modules + registration with accrediting body	£26 (ALS/e-ALS/EPALS/GIC), £80 (PHPLS), £130.50 (APLS)		
Course manual (electronic copy) – APLS only	£40		
Course manual (hard copy) – pILS, ILS, e-ILS, GIC	£30	£55	£65
Course manual (hard copy) – ALS, e-ALS, EPALS, EPALS Recertification	£40	£65	£75
Course manual (hard copy) – APLS, PHPLS	£50	£75	£85
<b>Accommodation &amp; Subsistence Costs <sup>4</sup></b>			
	Single person	Couple	Family <sup>5</sup>
<b>B&amp;B / Hotel Accommodation</b>			
Bed only	£75 per night	£85 per night	£170 per night
Bed and breakfast	£85 per night	£105 per night	£210 per night
Bed, breakfast and dinner	£100 per night	£135 per night	£270 per night
<b>Private Serviced Apartments (self-catering)</b>			
Standard bedroom	£75 per night	£85 per night	N/A
En-suite bedroom	£85 per night	£105 per night	N/A
Whole apartment	£150 per night	£160 per night	£180 per night
Broken weekend <sup>6</sup> supplement (one room)	£40	£45	N/A
Broken weekend <sup>6</sup> supplement (whole apartment)	£75	£80	£90
Notes: Apartments are fully furnished. Bedrooms are private and lockable. Lounge and kitchen are shared. Apartments are only for course delegates and their families. Guests are not permitted. Where possible, we will always try to put delegates of the same gender in each apartment.			

<sup>1</sup> Excludes postage & packaging (P&P) for delivery of the course manual. As delegates come from all over the world, P&P may vary depending on where the manual is to be shipped.  
<sup>2</sup> The course fee includes the cost of the pre-course learning materials. If a refund is approved, any costs incurred for pre-course materials shall be deducted from the course fee refund.  
<sup>3</sup> Must be booked at least 6 months in advance to be eligible for the special rate. There will be a limited number of placements available at this rate, as it is heavily subsidised by CSTC.  
<sup>4</sup> These prices are only if a delegate books accommodation at the time of course booking. Otherwise the default price shall be 1/3 more than the displayed discounted prices.  
Accommodation is subject to availability.  
<sup>5</sup> A maximum of two adults & two children (under 12 years of age). Each child aged 12 years or above shall be charged on an adult basis.  
<sup>6</sup> This is where only a Friday or a Saturday night is booked, rendering the room/apartment unusable for weekend (Fri + Sat night) bookings.