



Booking & Cancellation Policy

The Training Department, a specialist training provider under The Department Group, is committed to delivering high-quality learning experiences. To ensure fairness and operational efficiency, the following terms apply to all event training bookings.

1. Booking Terms

- Confirmation: Bookings are confirmed upon receipt of full payment
- Payment: Must be paid in full upon booking

2. Cancellation by Client

If you need to cancel your booking:

Notice Period	Refund/Fee
More than 42 days	Full refund or no charge
Less than 42 days	No refund
Non-attendance (no-show)	No refund / full fee applies

Cancellations must be submitted in writing via email to: training@theproductiondept.com
Transfers to an alternative date may be considered once, free of charge, within 42+ days' notice (subject to availability).

3. Cancellation or Rescheduling by The Training Department

We reserve the right to cancel or reschedule events due to unforeseen circumstances, including low delegate numbers or force majeure.

In such cases, you will be offered:

- A full refund,
- A place on the next available session, or
- A credit toward another course.

We are not liable for any associated costs (e.g., travel or accommodation) incurred as a result of event changes.

The Training Department reserves the right to alter trainers, venue and timings for the course for reasons beyond our control.

4. Online & Virtual Training

- All the above terms apply to virtual sessions unless otherwise specified.
- Access details and login credentials will be provided 48 hours before the event.

5. Intellectual Property

All course content and materials remain the property of The Training Department or its licensors and may not be copied, shared, or distributed without prior written consent.

6. Contact & Queries

For all enquiries, cancellations, or booking adjustments, please contact:

The Training Department

 training@thedepartmentgroup.co.uk

 www.thetrainingdept.live