**CPD Payment Terms**

* Payment can be made for CPD events by a BACS transfer to the following account:

Bank: Lloyds

Account Name: Riverside Counselling Service

Sort Code: 30-94-13

Account Number: 00792754

* Please use reference SURNAME / CPD

**CPD Bookings and Cancellations**

* Bookings can be made by emailing [CPD@riversidecounsellingservice.co.uk](mailto:CPD@riversidecounsellingservice.co.uk) and submitting a booking form and making payment.
* Payment for all one-day CPD workshops and short courses must be made in full before the event.
* Confirmation of payment receipt and joining instructions will be sent to you by email, If you have not received your joining instructions one week prior to the event, please email CPD@riversidecounselingservice.co.uk. or call us on 01453 766310.
* Cancellations more than 7 days prior to the event will receive a credit note or full refund.
* No refunds will be given for cancellations made within 7 days of the event although a credit note may be issued at the discretion of the CPD Lead.
* You may transfer a place on the event to a substitute delegate free of charge. Please inform us of any changes at least a week in advance of the event so that we can ensure that joining instructions are sent to the correct person and delegate lists are correct on the day of the event.  No more than one substitution is permitted.  Failure to attend by a substitute is treated as late cancellation and no refund is given.
* Cancellations by Riverside will only take place in extra ordinary circumstances. If this were to happen you would be notified by email before the event and the event would be rescheduled for another date. If we cannot offer you an alternative a credit or full refund will be offered.
* Riverside will not accept liability for any other loss incurred through cancellation of the event.

**Complaints**

* Riverside operates a Complaints Policy. Complaints should be in writing addressed to the CPD Lead at [CPD@riversidecounsellingservice.co.uk](mailto:CPD@riversidecounsellingservice.co.uk) and will be dealt with in accordance with the Riverside’s Complaints Procedure, a copy of which is available on request.

**Confidentiality**

Data Protection: Riverside holds your contact details for the purpose of booking event places and sending out relevant information. We do not share your information with third parties or external organisations. If you do not wish us to hold your contact information please email [CPD@riversidecounsellingservice.co.uk](mailto:CPD@riversidecounsellingservice.co.uk)