



ISTA
Keys Docs
POLICY

*Booking, Registration & Cancellation Policy
Festivals, TaPS, IB workshops and PD events*



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BOOKING, REGISTRATION AND CANCELLATION POLICY

Festivals, TaPS, IB workshops and PD events

ISTA will only accept booking and registration forms that have been completed in full.

You will also be asked to complete a travel form for all festivals and some TaPS events. If we do not receive these by the deadline stated on the event webpage, we cannot guarantee airport/train station pick-ups.

For teachers attending WITH students (festivals and TaPS)

- In order to secure places on an event the relevant booking form must be completed in full and submitted. Once submitted you will receive an email to confirm your booking together with an invoice for the deposit. Only then is your booking secure.
- The deposit will be deducted from the final balance invoice upon registration. The deposit invoice is payable within 28 days of issue and is non-refundable and non-transferable. We cannot guarantee that places will be held if payments are not received by the due date.
- Any changes to bookings (fewer or more student places needed) impact greatly on event planning and must be communicated as soon as possible. Every effort will be made to accommodate changes (if you wish to increase your group size) but this cannot be guaranteed. Failure to communicate changes in a timely manner may result in you losing your place at the event.
- Once your booking is complete you are then required to register for the event. Registration must be completed during the registration window; these dates are noted on the specific event webpage.
- ISTA reserves the right to cap numbers at events after the initial booking phase. We will do this no later than 14 weeks prior to an event.
- Failure to register within the allocated time slot will result in a late registration fee of £150.00 being charged to your school.
- If you would like to make changes to your group once the registration window is closed you must first request approval from us.
- Cancellations, replacements and/or potential additions to the group must be communicated directly with ISTA and not the host of the event.
- ISTA will issue schools with the final balance invoice once the registration window has closed.

For teachers registering for IB workshops and PD events

The relevant online registration form must be completed in full and submitted. Once your registration is complete you will receive an invoice and confirmation of your place.

CANCELLATION POLICY

ISTA reserves the right to cancel an event due to insufficient enrolment and/or other factors. In this case deposits and/or registration fees only will be refunded in full. ISTA does not assume financial responsibility for travel expenses incurred by participants due to event cancellation. For IB training events please do not book your flights until we have confirmed that the event is definitely going ahead.

For teachers attending WITH students (all events)

- Schools who cancel for events twelve weeks or less prior to an event will be charged a cancellation fee of 500GBP. This is in addition to the deposit withheld.
- Cancellations for individual student registrations received after the registration window has closed (including no-shows) will be charged the full registration fee plus all other surcharges already invoiced.

For teachers/individuals attending IB workshops and ISTA PD events

- Teachers/individuals who cancel more than **twelve weeks** before the start of the event will be charged 25% of the total registration fee.
- Teachers/individuals who cancel less than **twelve weeks** before the start of the event - up to the registration window closing date - will be charged 50% of the total registration fee.
- Teachers/individuals who cancel after the registration window has closed (including no-shows) will be charged the full amount of the registration fees plus all other surcharges already invoiced.

It is the responsibility of the teacher in charge of a school booking to ensure that:

- school administrations, business offices and parents are fully informed of ISTA's booking, registration and cancellation policy prior to committing to an event;
- cancellations are communicated directly to ISTA via email and NOT to the host school;
- the school administration and business offices are informed that the agreement is with the school and not with the teacher in charge.

Contacting ISTA – for details of who to contact, please refer to the **contact ISTA** page on the website.

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