

## “INNOVATING FOR BETTER OUTCOMES”

**29 JANUARY – 2 FEBRUARY, NEW YORK**

CPI seeks to provide the most flexibility to its customers to ensure optimum satisfaction.

Our commitment to you is to strive to accommodate your request *as far as is practically possible*.

Please note the below terms and conditions to help prepare yourself for travel.

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### Terms and Conditions

- Please check that your passport and visa (where required) is valid **NOW**. CPI does not take any responsibility for inadequate travel documentation that may prevent delegates from leaving the UK or being permitted into the US on arrival in New York. For more information on passport and visas, please see below useful contacts:
  - UK passport service website: [www.passport.gov.uk](http://www.passport.gov.uk)
  - UK passport service advice line: 0870 521 0410
  - UK passport service e-mail enquiries: [info@passport.gov.uk](mailto:info@passport.gov.uk)
  - US embassy website: [www.usembassy.org.uk](http://www.usembassy.org.uk)

### Cancellation Policy

- Please note that a reservation is a contract. A “reservation” takes place when a place is held as a result of delegate’s request - either by phone, e-mail or in writing.
- The following cancellation policy applies to any reservation contract made:
  - **Cancellation up to the 15 November 2008** will incur 50% package cost.
  - **Cancellation up to the 15 December 2008** will incur 75% package cost.

- **Cancellation beyond the 15 December 2008** will incur 100% package cost.
- All cancellations / changes **must** be requested in writing by e-mail to [nazanin.zaghari@publicinnovation.org.uk](mailto:nazanin.zaghari@publicinnovation.org.uk). Nazanin can be contacted on 020 7922 7824 to discuss further.
- In the unforeseen circumstance that CPI cancels this training course, a full refund is offered. CPI does not take responsibility for any costs incurred by the delegate outside of the training course cost as a result of this course being cancelled (e.g. hotel reservations in New York after the training course etc). Delegates are **strongly** advised to have adequate travel insurance cover in place to cover personal costs in the unlikely event that this training course is cancelled.

#### **Changes/alterations:**

- Name substitution is acceptable where a delegate is no longer able to attend the course. CPI reserves the right to pass on any administration charges that the airline may apply in order to change passenger details.
- CPI reserves the right to change the course programme. Please note that this is a very rare occurrence and in these circumstances, CPI will ensure that, where possible, communication will be made to delegates on any alterations.

#### **Due care and attention**

- Delegates are **strongly** advised to have adequate travel insurance cover in place in the unlikely event of baggage loss, illness or injury.
- Delegates are expected to take due care and attention to their own health and safety when on training courses.

#### **Delegate instructions**

- Course materials and a full agenda will be sent out to delegates by the **19 December 2008**.