

Education Essex Online Booking System

Booking and payment terms and conditions

How to pay

We will invoice you through Essex County Councils invoice payment system. This will be after you have made your booking. If you want a purchase order reference added to your invoice, please add to your shopping basket. Please make payment by quoting your invoice reference number, as shown on your Essex County Council invoice. Electronic payments are available via:

- debit or credit card
- BACS payment
- via our 24-hour automated telephone payment line

Please see the back of your invoice for full details.

Failure to pay your invoice may result in your booking being cancelled. We reserve the right to decline bookings where invoices remain outstanding.

What to do if your circumstances change

Substitute your place

If you can no longer attend an event, you can substitute to a colleague from your establishment. Check your colleague has an account, and email workforcedevelopment@essex.gov.uk.

Transfer to a future date

You can transfer your booking to a future date if there is one available. You can transfer up to 10 days before the event. To arrange a transfer please email workforcedevelopment@essex.gov.uk.

Cancellations

Event fees are non-refundable. If there are extenuating circumstances we will do our best to support you. Please email workforcedevelopment@essex.gov.uk. Events may be cancelled or rescheduled due to unforeseen circumstances. We will let you know of any changes as soon as we are aware of them. We will aim to arrange a new date as soon as possible or offer a refund.

Your information

We will use your information to enable us to deliver this service to you. You can opt out at any time. We will send communications through the contact details provided. Please refer to [our privacy notice](#) for full information:

Thank you for your interest in Education Essex support services.

Contact us

Email: workforcedevelopment@essex.gov.uk

Telephone: 0333 01 39891