

**Bookings are made subject to the following terms and conditions as set out below:**

#### **COURSE BOOKINGS**

Bookings may be made online or by email or phone. Telephone bookings should be confirmed in writing where requested.

#### **PROVISIONAL BOOKINGS**

To register interest in a course, a provisional booking may be taken pending a deposit or payment as above, but this will not guarantee your place on the course.

#### **PAYMENT TERMS**

Our standard payment terms require either full payment or a 20% deposit of the total price taken at the time of booking to secure your course place unless otherwise agreed. The remaining balance will become due no later than 14 days from the commencement of your course.

Where bookings are made within 14 days of the first day of your course full payment will be required at the time of booking.

Payment can be made by credit/debit card, BACS or World Pay

#### **TRANSFERS**

Should circumstances mean that you need to transfer to another course the following charges will apply, dependent on the notice given:

**First transfer, made more than four weeks prior to the course start date - no charge**

**Two to four weeks' notice given - 25% of the course fee**

**Less than two weeks' notice given - 50% of the course fee**

#### **NON-ATTENDANCE**

If you do not attend a course, and you have not previously informed us, the full course fee remains payable and non-refundable.

#### **LATE ARRIVALS / MISSED SESSIONS**

If you arrive late for a course or absent from any session, we reserve the right to refuse you for training if we feel you will gain insufficient knowledge or skills in the time remaining. In all such cases, the full course fee remains payable. To conform with the qualification requirements for statutory certificates, attendance at all sessions is mandatory.

#### **UNFORSEEN CIRCUMSTANCES**

On occasions, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.