Training Terms and Conditions

1. Booking for places on training courses will only be confirmed on receipt of an authorised booking form.
2. Telephone bookings must be confirmed by a booking form within 5 working days.
3. You will receive in written conformation within 5 working days of receipt of your request.
4. Unless agreed by prior arrangement and in writing payment for any course is due, in full, in sterling not less than 7 days prior to the commencement of the course. Your booking confirmation will indicate whether a deposit is required. All course fees and other charges are exclusive of Value Added Tax.
5. Cancellations must be made in writing and takes effect on date of receipt. A cancellation fee is payable;

For non attendance	100%
Up to 2 days prior to the course	100%
2 to 7 days prior to the course	80%
7 to 14 days prior to the course	60%
0ver 14 days	30%

6. Course candidates may be substituted at any time prior to the commencement of the course, provided that we are notified in writing.
7. We reserve the right to cancel an Open Course if insufficient bookings are received 7 days prior to the course when a full refund of course fees will be made.
8. We reserve the right to cancel a booking or a course for non payment of fee in addition to our rights under 5 above.
9. We reserve the right not to admit or to expel candidates without liability if in our absolute discretion their behaviour is inconsistent with our reputation or the management of the course.
10. We reserve the right to change the content and/or the timetable of the course if, in doing so, the objectives of the course can be better met. Where practicable we will notify you of any proposed changes.
11. Each candidate must inform us in writing at least 14 days prior to a course of any medical condition which may affect them or others (e.g. epilepsy, diabetes etc). We will keep such information in confidence. In addition for courses that may involve physical activity, it is the responsibility of each candidate to take appropriate medical advice to ensure that they are fit to take part.
12. We accept no liability for any consequence of force majeure including but not limited to severe weather, acts of Government, strikes, transport delay, unavailability of personnel due to illness.
13. These conditions apply to the provision of Training Courses to the exclusion of all other terms whether in writing or otherwise, unless both parties agree other specific written terms and conditions.