



## **TERMS & CONDITIONS**

Any queries regarding Contract Terms & Conditions to be raised within 7 days of receipt otherwise the agreement is deemed as accepted. Once the agreement has been signed, or 7 days has expired, we will book dates/delegate places on your behalf. We therefore reserve the right to suspend/cancel delivery if payment due dates are not met.

Cancellation of courses by the client/organisation will result in full payment as per the schedule.

Please see below for additional terms and conditions specific to In-house and Open Courses.

### ***IN-HOUSE COURSES***

As dates are reserved at time of booking (either verbally or in writing), postponement/realignment of dates will only be permitted at our discretion. We reserve the right to charge the following for cancellation where less than 16 working days notice is given:

5 or less working days' notice – 100% of daily rate

6-15 working days' notice – 50% of daily rate

### ***OPEN COURSES.***

Should cancellation occur once places/numbers have been confirmed, either verbally or in writing, then full payment is due.

Delegate substitutions will be accepted on or before course commencement. **However, non-attendance/withdrawal will be charged at full cost.**

### ***ALL COURSES***

In the unlikely event that we postpone or cancel a course, a full refund for those dates not yet delivered will be given.