

## **Alistair Bromhead Ltd** - Terms and Conditions for open courses

- Normally everything goes smoothly with the booking, training, certification and payment side of things. However, experience shows that occasionally it is necessary to revert to the following terms and conditions.

### **Payment**

- Please ensure that payment is received within 30 days of the invoice &/or before the event – whichever is sooner (unless payment during or after the event has been agreed beforehand).

### **Cancellation**

- If you find you are unable to attend an open course booking, you need to let us know as soon as possible. The nearer the event, the more likely we are to incur venue fees (regardless of whether you show up). We may also incur awarding body registration fees and we are less likely to be able to sell the place to another attendee. Therefore, our response will be determined by how much notice is given:
  - >1 month before event: no charge to transfer to an alternative date or a refund can be given minus 15% of the fee paid to cover administration
  - 1 month to 10 days before event: no charge to transfer to an alternative date or a refund can be given minus 50% of the fee paid
  - 3-9 days: a fee of 25% of the value of the booking will be levied if you want to transfer to an alternative course (as we will still be charged for the unused day delegate space by the venue) and no refund will be given for a cancellation
  - 2 days or less: no refund or transfer
- Please aim to arrive at the course in good time. If you are stuck in a traffic jam on the day of the course we will still have to charge you as we still incur the costs and will not be able to sell the place to another trainee.

### **Certificates**

- Training certificates are never dispatched until full payment is received
- Please check the spelling of candidate names on the certificates as soon as you receive them. If you notify us within 1 week of receipt, we can change spellings free of charge. If you notify us after this time &/or more than 2 months from the date of the course (due to late payment delaying the posting of certificates), we will pass on the charges incurred – typically £50 + VAT per certificate.

### **Debt recovery**

- We understand and will exercise our statutory right to claim interest and compensation for debt recovery costs under the late payment legislation if we are not paid according to our credit terms of 30 days.