

## 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.
- Training certificates are never dispatched until full payment is received

### Open courses

- 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).
- Your place on a course will become a confirmed booking once payment has been made
- Until payment has been received a place may be reserved for you on a course, but it will not be a confirmed booking
- The trainer on the day reserves the right not to allow trainees onto a course if they do not have confirmed bookings
- 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 City & Guilds 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.

### In-house courses

- Invoicing will typically be undertaken in 2 stages. The course fee will be charged in advance and should be paid before the event. The City & Guilds registration and certification fees will be invoiced after the event and must be paid before any certificates will be dispatched.
- If you have to reschedule a course we will try to find an alternative date which is suitable. If you want to cancel, we reserve the right to charge cancellation fees to cover administration and disruption to trainer schedules:
  - >1 month before event: 10% of the course cost
  - 1 month to 10 days before event: 25% of the course cost
  - <10 days before event: 50% of the course cost
- 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.