

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

- Training certificates are never dispatched until full payment is received
- 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 booking form represents a contract and we will take steps to secure payment for this contract if payment is not received.
- 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. Payment is still required and will be pursued if not forthcoming. The trainer on the day reserves the right not to allow trainees onto a course if they do not have confirmed bookings

Reprints

- We endeavour to ensure certificates are spelled correctly. Candidates will be shown their name spelling on the course result sheet during the course so that they can correct any mistakes.
- Any IOSH certificates will incur a £25 + VAT fee for reprints for any reason.
- Any City & Guilds certificates will incur a £50 + VAT fee for reprints unless we are able to notify them within 3 weeks of the course. If you have paid but not received your certificate within 3 weeks of the event, you must let us know in case it has gone astray in the post. If your company decides to pay several months after the course, you will obviously have no time period to notice and report a missing certificate or misspelling and you will have to pay for your own City & Guilds reprint / corrections.
- Where 2 or more certificates are dispatched, these will be sent Royal Mail signed-for. They will be dispatched to the contact name and address you have provided in your booking.

Transfer or 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 registration fees, we are less likely to be able to sell the place to another attendee and we may have had to turn other full fee payers away from the course. 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. If you have not yet paid, 15% of the course fee will still be payable
 - 1 month to 16 working days before event: no charge to transfer to an alternative date or a refund can be given minus 50% of the fee paid
 - 6-15 working days: a fee of 25% of the value of the booking will be levied if you want to transfer to an alternative course and no refund will be given for a cancellation. Full fee will still be payable if payment has not yet been received – and yes, we will pursue this
 - 5 or less working days or less: no refund or transfer

Delay on the day

- 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. Similarly, if you arrive on the wrong day for the course, full payment will be required.
- 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.

11.09.15