

## **TERMS AND CONDITIONS FOR CORPORATE + VENUE COURSE BOOKINGS**

To secure your booking and avoid disappointment please follow our terms below:

### **1. Booking a course**

Bookings must be made by email by completing the booking form. Telephone bookings should be confirmed in writing by also completing and returning a booking form as above. Heads Up Training Services Ltd's acceptance of your booking brings into existence a legally binding contract between us on these terms and conditions. Any term sought to be imposed by you in any purchase order or correspondence will not form part of the contract.

### **2. Payment Terms**

Our standard payment terms require full payment at the time of booking to secure your course unless otherwise agreed. Payment can be made by cheque or BACS.

### **3. Payment by Invoice**

You may request an invoice to confirm your booking, to do so please complete the company billing details section on the booking form. Once we have performed credit checks and should these be successful your course booking will be confirmed and an invoice will be sent to the details you have provided on the booking form. Please quote purchase order numbers where applicable and enclose a copy with the return of your booking form. Our standard credit terms for invoice customers are 30 days from the date of invoice, regardless of the date of your course. Should your credit checks be unsuccessful we will provide a proforma invoice and payment will be required as per the terms in paragraph 2.

### **4. Transfers of Dates**

Should circumstances mean that you need to transfer course dates the following charges will apply, dependent on the notice given:

- First transfer, made more than six weeks prior to the course start date - no charge
- Three to six weeks notice given - 25% of the course fee
- Less than three weeks notice given - 50% of the course fee

All transfers must be within a period of six months.

### **5. Cancellations**

Should circumstances mean that you have to cancel your course and are unable to transfer to another date at the time of cancellation, the following charges will apply:

- More than six weeks prior to the course start date - no charge
- Three to six weeks prior to the course - 50% of the course fee
- Less than three weeks prior to the course - full fee

Cancellation must be made in writing by post, or email and received by the due date.

### **6. Warranties Heads Up Training Ltd warrants that:**

Courses supplied will be conducted in a professional manner in accordance with generally recognised practices and standards and it will provide appropriately qualified and experienced instructor(s) to deliver courses using suitable course materials.

#### **7. Certification**

Certificates are provided for successful completion of training/assessment as appropriate and are supplied only following full settlement of course fees.

#### **8. Venue**

Heads Up Training Services Ltd will source and book a venue suitable to run the required course/s. The cost of this will be added to the course fees and will be payable on booking. In the event the venue has to be transferred or cancelled the terms and conditions of the venue provider will be adhered to. Any fees payable will be down to the customer and not Heads Up Training Services Ltd.

#### **9. Unforeseen Circumstances**

On very rare occasions, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.

#### **10. Copyright and Intellectual Property Rights**

Copyright and all intellectual property rights for all Course Materials shall remain the property of Heads Up Training Ltd. The Customer agrees not to reproduce, sell, hire, photograph or copy Course Materials (in whole or in part) and not to use such materials except for the purposes of post course reference or as specifically agreed with Heads Up Training Ltd.

#### **11. Distance Selling Regulations 2000**

We abide by the applicable elements of the Distance Selling Regulations 2000.

#### **12. Course fees and Terms & Conditions**

Heads Up Training Ltd reserves the right to change course fees, terms and conditions at any time.