

## TERMS AND CONDITIONS FOR INDIVIDUAL COURSE BOOKINGS

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

1. Bookings must be made by email using the online booking form. Telephone bookings should be confirmed in writing where requested.
2. To register your interest in a course, a provisional booking may be taken pending a 20% deposit. This will not guarantee your place on the course. Bookings secured as in Section 3 and 4 have priority over provisional bookings.
3. Our standard payment terms require full payment at the time of booking to secure your course place unless otherwise agreed. Payment can be made by cheque or BACS.
4. If an employer is paying for the course a place will be held as a provisional booking until credit checks have been performed. Should these be successful your course place will be confirmed and an invoice will be sent to your employer. Please quote purchase order numbers where applicable. Our standard credit terms for account customers are 30 days from the date of invoice. Should your employer be unsuccessful during a credit check we will provide a proforma invoice and payment will be required immediately to confirm your booking.
5. Should circumstances mean that you need to transfer to another course 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
  - Any additional transfers or first transfer made within three to six weeks notice - 25% of the course fee
  - Any transfer with less than three weeks notice - 50% of the course feeAll transfers must be taken within a period of four months.
6. Should circumstances mean that you have to cancel your course and are unable to transfer your booking 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 feeNB Cancellation must be made in writing by post or email and received by the due date.
7. If you do not attend a course, and you have not previously informed Heads Up Training Ltd in writing by email or mail, the full course fee remains payable and non-refundable.



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TRAINING SERVICES

8. If you arrive late for a course or absent from any session, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skills in the time remaining. In all such cases, the full course fee remains payable. To conform with the qualification requirements for statutory certificates, attendance at all sessions is mandatory.

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

10. On occasion, 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.

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

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