

# Turn-it-Around Training Terms and Conditions



These terms and conditions form the entire agreement between Turn-it-Around Training and the client for the goods and services detailed on the Training Booking form.

## 1. Reservations

Course reservations may be made by email, or post on a Turn-it-Around Training Booking form.

Written/email acknowledgement by Turn-it-Around Training of an official booking confirms the relevant delegate course place(s) and these Terms and Conditions. The conditions are binding from the date shown on the acknowledgement.

## 2. Fees and Payment Terms

The course fee includes: tuition, training materials, hand-outs and opportunities to practice skills learned where appropriate.

The course fee also includes refreshments and a light lunch for all delegates.

Payment is due 30 days from invoice date or 14 days prior to course date whichever is the earlier. Payment is to be made by BACS transfer or cheque. Details will be given on the invoice.

## 3. Cancellations, Transfers and Substitutions

### Cancellation:

Should you need to cancel your place on a course then the following arrangements will apply:

If course fees have already been paid then the corresponding refund will be made.

Cancellation is made 21 or more working days before a course is due to start, a full refund will be given or an alternative place offered on another course.

Cancellation is made 15 to 20 working days before a course is due to start, a 50% refund will be given or an alternative place offered on another course.

Cancellation is made 0 to 14 working days before a course is due to start, then no refund will be given but an alternative place may be offered.

**Transfers:**

Transfers may be made to a course at a later date.

Transfer requests must be made at least 14 days prior to the course date.

**Substitutions:**

No charge will be made for the substitution of delegates before the date of course. It is the client's responsibility to ensure that the new delegate receives any joining instructions and pre course documentation already sent by Turn-it-Around Training.

**4. Rescheduling by Turn-it-Around Training**

If there is not a minimum number of people booked on the course at least 14 days prior to the course date the course may be cancelled.

In the event that Turn-it-Around Training has to reschedule a course for reasons beyond our control, delegates will be offered an alternative booking. If no alternative can be agreed then Turn-it-Around Training will refund any course fees paid.

We accept no liability for any other costs.

**5. Security and Health & Safety**

All delegates will be expected to abide by any site security and health and safety measures operating at the course location.

**6. Special requirements**

A buffet lunch is provided. Please state clearly on your booking form if you have any special dietary requirements.

Turn-it-Around Training, 25 Eastfield Road, Benton, Newcastle-upon-Tyne, Tyne and Wear, NE12 8BD