

Terms and Conditions for Bookings

General

These terms and conditions will apply to all transactions placed online, by e-mail, telephone or by post with Training Expertise. Please read carefully before booking on to a course.

All contracts shall be governed by and construed in accordance with English Law and any dispute between us will be resolved exclusively in the courts of England and Wales. Nothing in these terms and conditions will be deemed to affect your statutory rights.

All transactions with Training Expertise will be governed by these terms and conditions.

All references to the 'company', 'us' or 'we' will refer to Training Expertise Ltd. All references to the customer shall mean the person or persons purchasing or agreeing to purchase goods from the company. All references to the Web Site shall include reference to all URL's owned by Training Expertise Ltd.

1. Fees

- 1.1 All prices are shown in pound sterling (£) and are *exclusive* of UK VAT at the current rate unless clearly stated otherwise. All prices are subject to change without prior notice.
- 1.2 All places must be reserved by Training Expertise receiving a completed booking form and a 50% deposit for all courses except where agreed by Training Expertise that a purchase order is to be accepted as confirming a booking.
- 1.3 Places on a course can only be reserved by receipt of an application form either by post, fax, email or through the online website ordering system.
- 1.4 The balance of the fee is payable 4 weeks prior to the commencement of the course where applicable. In the event that the balance is not paid Training Expertise will have the discretion to treat the booking as cancelled by the client and re-sell the course place.
- 1.5 The whole course fee is required to reserve a place for any booking made within 4 weeks of the commencement of the course.

2. Cancellation by Client

- 2.1 All cancellations must be in writing by email, fax or letter.
- 2.2 Training Expertise once notified by letter or facsimile transmission of the cancellation will use its best endeavours to re-sell the course place(s).
- 2.3 Refunds will only be made after the start date of the course has commenced.
- 2.4 In the event that the place is cancelled by the client prior to the commencement of the course, the client will be charged the following cancellation fees:
 - 2.4.1 25% of the total course fee where cancellation takes place up to 4 weeks prior to the commencement of the course; or
 - 2.4.2 100% of the total course fee where cancellation takes place less than 4 weeks before the commencement of the course.

- 2.5 Substitution of the original client for another can be made provided at least 2 weeks notice is given by the substituted student to Training Expertise and the substituting client satisfies the requirement of the course. All substitutions must be made with the consent of Training Expertise with both the substituted and substituting student being jointly and severally liable for the total course fee as well as an administrative cost equal to the value of 10% of the total course fee from such a substitution.

3. Cancellation by Training Expertise

- 3.1 Whilst every attempt is made to ensure that advertised courses actually run, Training Expertise will notify the client of cancellation as soon as practicable where it believes on reasonable grounds that cancellation is necessary due to dangerous and/or unsuitable conditions for the course activity.
- 3.2 Training Expertise shall notify the client of cancellation not less than five days prior to the commencement of the course where numbers as a result of client (s) cancellation failed to reach a workable minimum for the commencement of the course.
- 3.3 In the event of cancellation clients will be offered the choice of the following options:
- 3.3.1 Full refund of the course fee paid;
- 3.3.2 Offer of a place on an alternative course.

For further details or questions please contact:

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