

## Booking Terms & Conditions

The following represents the binding agreement for delivery of the course(s) identified in the booking form. By returning this form, you agree to be bound by the terms and conditions and enter a contract with us to receive the course for the fees specified.

### 1. Course Booking

- 1.1 Course bookings can be made online, by telephone or email.
- 1.2 Bookings are only confirmed on receipt of a completed booking form or payment online.
- 1.3 By purchasing a course online or returning a booking form to us, you agree to the terms and conditions set forth by this document and both parties are contractually bound to them.

### 2. Provisional Bookings

- 2.1 A provisional booking is considered a date that is agreed, but a completed booking form has not been returned to us.
- 2.2 Provisional bookings are not secure. We reserve the right to cancel your provisional booking under Section 6 - Cancellations.
- 2.3 Priority for provisional dates is subject to a first-come-first-served basis.
- 2.4 Provisional bookings cannot be made less than two weeks of the date requested.

### 3. Payment Terms

- 3.1 All course bookings are required to be paid in full before the course date unless prior agreed or Business Account holders.
- 3.2 Business customers can request to open a Business Account.
  - 3.2.1 Payment by Direct Debit is mandatory for Business Accounts.
  - 3.2.1 Business Accounts subject to application, credit profile and annual review.
  - 3.2.1 We reserve the right to withdraw credit facilities for non-payment.
- 3.3 We reserve the right to seek debt collection services if payment has not been received by the agreed terms when:
  - 3.3.1 The course has taken place and remains unpaid.
  - 3.3.2 A course has been booked and then cancelled and unpaid subject to Section 6.
  - 3.3.2 A course has been scheduled and then postponed and unpaid in accordance with Section 4.
  - 3.3.4 Where a course has taken place and delegates did not attend, and the fee remains unpaid subject to Section 5.
- 3.4 We reserve the right to charge interest in line with HMRC guidance (currently 8.75%) for late payments on invoices.
- 3.5 Payments can be made via BACS, Direct Debit, via the invoice 'Pay Now' feature or phone.
- 3.6 Certificates will only be issued on receipt of payment except:
  - 3.6.1 Business Account holders on Direct Debit payments. Certificates will be sent next working day.

### 4. Date Transfers and Postponements

- 4.1 Should you need to postpone the date of your course, subject to time scales, transfer fees may apply as set out below:
  - 4.1.1 More than 4 weeks notice: No Charge.
  - 4.1.2 Less than 4 weeks: 25% of course fee.
  - 4.1.3 Less than 3 weeks: 50% of course fee.
  - 4.1.4 Less than 2 weeks: 75% of course fee.
  - 4.1.5 Less than 1 week: 100% of the course fee.
- 4.2 All transfers must take place within 3 months of the original date.

### 5. Course Non-Attendance

- 5.1 Should you, or your delegate(s) be booked for a course, and fail to attend, without prior notice as set out in Section 6- Cancellations, the fee remains payable and non-refundable.
- 5.2 Failing to attend also includes arriving late, and the terms as set out in Section 6.1 are applicable.
- 5.3 Admission to a delegate arriving late is at the sole discretion of the trainer, whose decision is final.

5.4 Leaving a course early for whatever reason, even with prior communication may result in the delegate receiving an automatic fail grade for the entire course, where relevant assessments can not be conducted.

## 6. Cancellations

6.1 Should you need to cancel your booking, subject to time scales, cancellation fees may apply as set out below:

4.1.1 More than 4 weeks notice: No Charge.

4.1.2 Less than 4 weeks: 25% of course fee.

4.1.3 Less than 3 weeks: 50% of course fee.

4.1.4 Less than 2 weeks: 75% of course fee.

4.1.5 Less than 1 week: 100% of the course fee.

6.3 All cancellations must be made in writing via email.

6.4 Cancellation, by way of non-attendance remain subject to the fees specified.

## 7. Venues

7.1 We aim to provide training 'In-House' at your place of work subject to risk assessment.

7.2 If we are unable to use your venue or you do not have one, we can source an appropriate venue.

7.3 The costs of the venue will be added to the course fee.

7.4 We will provide information on the location, and best access methods, including available parking, however;

7.5 It is the responsibility of the delegate to manage their transportation where required.

7.4 Parking, either at the venue or elsewhere is the responsibility of the delegate.

7.5 We accept no liability for delegates parking or property.

## 8. Unforeseen Circumstances

8.1 There is occasionally the potential that due to circumstances and events out of our control, we may be forced to cancel a course- this may include, but limited to:

8.1.1 Severe or treacherous weather conditions

8.1.2 Illness, disease, or other public health warnings

8.1.3 Natural or other disaster

8.2 Should this, unfortunately, occur we give you as much notice as possible.

8.3 We will offer you a free transfer to another date, or;

8.4 A full refund of the course fee, or;

8.5 A credit note for another course of your choosing.

8.6 We cannot be held liable for any other costs you have incurred because of the cancellation.

## 9. Corporate Information

9.1 We abide by the terms of the Distance Selling Regulations 2000.

9.2 Aiker Training is a trading name of The Aiker Group Ltd

9.2 The Aiker Group Ltd is registered in England and Wales, number 10609229.

9.3 VAT rates apply at the time of booking. VAT number 261 8889 58

9.4 Booking a course constitutes your agreement with terms and conditions.

9.5 For accounts related queries, please email [accounts@aiker.co.uk](mailto:accounts@aiker.co.uk)