

# Terms and Conditions of Course Bookings



Bookings are made subject to the following terms and conditions as set out below:

## 1. COURSE BOOKINGS

Bookings may be made by email, letter or phone. Telephone bookings should be confirmed in writing where requested.

## 2. PROVISIONAL BOOKINGS

To register interest in a course, a provisional booking may be taken pending a deposit or payment as above, but this will not guarantee your place on the course. Bookings secured as in Section 3 and 4 have priority over provisional bookings.

## 3. PAYMENT TERMS

Our standard payment terms require full payment price taken at the time of booking to secure your course place unless otherwise agreed.

Payment can be made by credit/debit card, cheque or BACS.

## 4. PAYMENT BY EMPLOYER

Please quote purchase order numbers where applicable.

Our standard credit terms for account customers are 30 days from date of invoice.

## 5. TRANSFERS

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 four weeks prior to the course start date - no charge
- Any additional transfers or first transfer made within two to four weeks' notice - 25% of the course fee
- Any transfer with less than two weeks' notice - 50% of the course fee

All transfers must be taken within a period of six months.

## 6. CANCELLATIONS

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 four weeks prior to the course start date - no charge
- Two to four weeks prior to the course - 50% of the course fee
- Less than two weeks prior to the course - full fee

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

## 7. NON-ATTENDANCE

If you do not attend a course, and you have not previously informed us, the full course fee remains payable and non-refundable.

## 8. LATE ARRIVALS / MISSED SESSIONS

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. CERTIFICATION

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

## 10. UNFORSEEN CIRCUMSTANCES

On 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.

## 11. VAT

All course fees are subject to the current VAT (valid exemptions only).

**Wave reserves the right to change course fees or terms and conditions at any time.**

Wave Leisure Trust Ltd

Registered Charity no: 1113486

Company registered in England & Wales no: 5621359



[www.waveleisure.co.uk](http://www.waveleisure.co.uk)