

## COURSE BOOKING TERMS AND CONDITIONS AND CANCELLATION POLICY



Effective from 1<sup>st</sup> January 2015. Please note these 'Terms and Conditions' may be subject to change without notice.

### Booking

For current course costs and dates, please refer to our website or contact Louise Dick on 01786 446651 or [Louise.Dick@contractscotland.co.uk](mailto:Louise.Dick@contractscotland.co.uk)

If a course registration/booking form is completed by an individual other than the named candidate, it is the responsibility of the employer to ensure the candidate is suitable for the course and has the relevant experience. Upon receipt of your booking form, and subsequent payment your place(s) will be confirmed by email.

### Invoicing and payment

- Non refundable deposit of £100 is payable upon booking;
- Invoices will be sent via email to the name and address provided on the booking form and must be paid no later than 14 days prior to the start of the course;
- Payment must be made by cheque or BACS. If you are currently working through Contract Scotland then payment can be deducted from your weekly timesheet.

### Cancellations and amendments

- All requests for cancellations and/or transfers must be received in writing (this can be done by email or by post). Changes will become effective on the date of written confirmation being received. The appropriate cancellation charge will apply based on the cost of your booking, as shown below.  
\*excluding extenuating circumstances which will be charged at Contract Scotland's discretion.

Calendar days notice before the start date of the course.	Refund applicable
21 calendar days or more	Full refund
Between 15 and 21 calendar days (inclusive)	50% refund
Between 1 and 14 calendar days (inclusive)	No refund will be given
Failure to attend	Treated as late cancellation and no refund given

- In the event of there being insufficient numbers booked onto a course Contract Scotland reserves the right to cancel or postpone the course.
- In the event of cancellation of a course by Contract Scotland, we will endeavour to inform all participants a week before the course is due to take place, where possible. All course fees paid will be reimbursed in full, or the payment will be transferred in full to another Contract Scotland course. Contract Scotland shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.

### Course provisions

- Accommodation and travel are the responsibility of the candidate.
- A buffet lunch is provided on all full day courses unless otherwise stated. The cost is included in the price quoted. Any special dietary requirements need to be notified in writing to Contract Scotland in advance of the course commencing.
- Text books will also be provided on the day.

### Course attendance and certification

- Contract Scotland will send all correspondence primarily via email to the email address provided on the booking form. If alternative details are received after the booking form has been submitted, they will supersede the original details and all future correspondence will be sent to the new address.
- No certificate(s) shall be issued whilst there is an outstanding balance due to Contract Scotland. It may be necessary, for reasons beyond the control of Contract Scotland, to change the content and timing of the programme, the date, the venue or the tutor.