

Terms & Conditions of Booking for In-House Training



1 Premises :

Bookings for in-house training are accepted subject to adequate facilities being available on the premises where training is to be carried out. Rooms designated for training on the premises must be made available for the exclusive use of Active Updates staff on the date and time agreed. In the event that adequate facilities are not made available for the training to take place at the agreed time, the full fee for the aborted session will be payable.

2 Participant Numbers :

Maximum numbers of participants for each course will be agreed between Active Updates and the client based on the type of course planned and the facilities available in-house. The client undertakes not to exceed the agreed maximum, and Active Updates staff are under instruction to accept no more than the maximum number agreed for any given session.

3 Fees :

Fees will be agreed between Active Updates and the client, based on the total number of hours training and the number of people to be trained. **50% of the agreed fee will be payable on confirmation of the booking and in any case, before any training takes place.**

The remainder of fees will be invoiced on completion of the training, or if a number of sessions are booked over a longer period of time, at the end of each calendar month. Invoices are due for payment within 28 days of the invoice date. Unpaid accounts will attract an additional fee of 5% of the total amount outstanding for each month that the account remains unpaid.

4 Cancellation :

4.1 In the unlikely event that we are unable to run courses as agreed, all fees paid by you will be refunded in full and no further liability will arise. With your agreement, we will work with you to find a suitable alternative date. In the event that we have to cancel a course for whatever reason, we will give as much notice as possible, but cannot be held responsible for any loss arising from such cancellation.

4.2 If you need to cancel a booking we will first work with you to find a suitable alternative date if this is appropriate, but we will only do this once in respect of any given booking. Bookings re-arranged in this way will be subject to a £25 administration charge. Otherwise, we will refund the fees paid as follows :

Within 60 days - full refund less £25 administration charge
Within 28 days - 50% refund less £25 administration charge
Within 14 days - 25% refund less £25 administration charge
Within 7 days - no refund payable

5 Certificates :

Certificates issued to participants at the end of each course are certificates of attendance and do not imply any level of competence in the given area of training.