

## Contact Details

Booker's Name: ..... Company name: .....

Postal Address: ..... Telephone: .....

(for certificate) ..... Email: .....

..... PO Number: (if required) .....

Postcode: .....

## Course Details

Course Title	Dates	No. Delegates	Course Fee
Delegate(s) name: (use separate sheet if necessary) .....		VAT @ 20%	£
.....		<b>Total Cost</b>	<b>£</b>

## Payment Methods

**NOTE:** If accepting a discount you **MUST** provide card details to make payment immediately. Pay by Card or Bacs..

**Card** Credit card number: ..... Expiry date: .....

CVS: ..... Postcode: (card is registered to) ..... Name on card: .....

### or Bacs bank transfer

If paying by bacs please use your company name as the reference. Please make Bacs payment to: **Courtley** Account Number: **10111530** Sort Code: **16-24-06**

Payment Ref: (Use company name) ..... Date of payment: .....

## Terms and Conditions

### Bookings

Your booking will be accepted upon receipt of a completed booking form which identifies all required information, including your intended payment method.

If all information is correct your booking will be processed and you will be invoiced for payment; unless stated otherwise payment is due within 14 days. Your place(s) will only be confirmed when full payment is received; we reserve the right to resell places anytime up until this point.

Training courses are confirmed one week prior to commencement and joining instructions, including directions, are emailed to the booking person who is responsible for ensuring they reach all candidates.

Customers who make full use of credit terms should note that non-payment at the end of a course will delay submission of candidates' paperwork; meaning they will not receive any certification until payment has been received.

### Discounts

If a discount offered by Courtley is to be accepted, payment is required at the time of booking. If confirmation of payment is not provided an invoice for the full, undiscounted cost of the course will be issued.

If you have any questions about any of our booking conditions, please don't hesitate to contact us.

### Cancellations

Individual places can be transferred to another course, only prior to the one week confirmation; transfers are subject to a £30 administration charge. Pre-arranged substitutions will not encounter a charge. Transfers are not allowed after the course has been confirmed; they will be treated as a cancellation and charged in full. Substitutions may be accepted at the discretion of Courtley during the period between confirmation and the start of training.

If a candidate is a 'no-show', arrives late, is unfit to complete training or is refused entry for any reason; they will not complete the course and their place will be payable in full. Training held at a location of your choice must meet with the necessary requirements. If the trainer finds the venue to be unsuitable, the course may be abandoned and you will be charged in full.

All training courses are delivered in English, we do not provide translators. If your delegate(s) have difficulties reading or writing please advise us at least 72 hours in advance so that we may make suitable arrangements.

We reserve the right to cancel or reschedule any training at any time.

By completing and submitting this booking form you are confirming your acceptance of the terms set out above and also that your delegate(s) are physically fit and do not have any medical conditions that would affect their ability to safely participate in any practical elements of the course.