

## CONTACT DETAILS

Org Rep Name: .....	Organisation: .....
Telephone: .....	Email: .....
Postal Address: (for certificate if applicable) .....	PO Number: (if required) .....
.....	Invoice Address: (if different) .....
.....	.....
.....	Discount Code: .....
Postcode: .....	CITB Levy Reg: .....

By ticking this box, you are agree to us adding you to our mailing list, to keep you informed of helpful and interesting health, safety & training updates.

## COURSE DETAILS

Training Course	Date(s)	Start Time*	Qty / Candidates	Total
				£

  

Delegate Name(s)	Delegate Email Address	VAT @ 20%	£
		Total Cost	£

\* If required. If a start time is not specified, we will choose and confirm with you once your booking has been processed.

## TERMS AND CONDITIONS

**Completing your Training Booking Form** Please save the form, before opening, adding your details, and re-saving it. Once complete, attach the form to an email, and send it to bookings@courtley.com. By completing and submitting this form, you are confirming your acceptance of the terms set out here. You are also confirming that the Delegate is physically fit and does not have any medical conditions which would affect their ability to safely participate in any practical elements of the course.

**Booking & Confirmation** Once we receive your completed Training Booking Form, we will add your booking to our online training management system (TMS) and confirm the booking with you via email. You will also receive a login invite link to join our online platform; where you can view, amend, or cancel your booking, should you wish. You can also make additional bookings from within your account, with the click of a few buttons. All training courses are confirmed to run seven (7) calendar days prior to commencement; this is referred to hereafter as the course 'Confirmation Point'.

**Joining Instructions** The Org Rep named on the Training Booking Form (along with any Delegate whose email address has been provided) will receive Joining Instructions from bookings@courtley.com five (5) days prior to the course starting. A reminder email will also be sent one (1) day prior to

the course starting. It is the Org Rep's responsibility to ensure the information contained in the Joining Instructions is passed onto all Delegates attending the course.

**Cancellations** If you need to cancel your booking for any reason, you MUST inform us in writing, prior to the course's Confirmation Point. To notify us of your intention to cancel / transfer a booking email: [bookings@courtley.com](mailto:bookings@courtley.com) with details of the course and Delegate/s you wish to cancel / transfer, no later than 17:00 the day before the course's Confirmation Point. Any bookings cancelled / transferred on or after the course's Confirmation Point will be charged in full. Individual places can be transferred from one course to another, prior to the course's Confirmation Point. Transfers are not allowed after the Confirmation Point and will be treated as a cancellation. Pre-arranged Delegate substitutions will not encounter a charge. 'No-shows', late arrivals, or in the event a Delegate is unfit / unable to complete the course booked for them or refused entry for any reason; the booking will be payable in full. If training is being delivered at a location of your choice, the venue must meet with necessary requirements (these will be stipulated prior to your booking being confirming). Upon arrival, if the Trainer finds the venue to be unsuitable, the course may be abandoned, and you will be charged in full. We reserve the right to cancel or reschedule training courses at any time.

**Payment** If you have a credit account, an invoice for payment will be raised at Confirmation Point, and you will have seven (7) days to pay in full. Customers who make use of credit terms should note that non-payment will delay submission of Delegate paperwork, and in turn, certification. Until full payment is received, we reserve the right to resell your place/s at any time, without prior notice. We accept most major debit/credit cards, Faster Payment, and cash.

**Discounts** If you accept a discount or special offer, payment is required immediately. If payment has not been received by the course's Confirmation Point, an invoice for the full (undiscounted) cost of any place/s booked will be issued and standard payment terms will apply.

**Special Requirements** All courses are delivered in English. We do not provide translators. If you are bringing a translator you must inform us prior to the course's Confirmation Point. Please Note: some externally accredited courses (e.g. CITB courses) do not allow translators at all.

If your Delegate has difficulties with reading, writing, or requires other special assistance (allergies, dietary requirements etc.); you must advise us at least seventy-two (72) hours in advance of the course starting. This is so we can make necessary arrangements.

## PAYMENT METHOD

Fill in one payment method below - either the **Electronic bank transfer** or **Card** sections. **NOTE:** If accepting a discount you **MUST** provide card details to make payment immediately.

<b>Electronic bank transfer</b>		Please use your organisation as the reference and make payment to: <b>Courtley</b> Account Number: <b>10111530</b> Sort Code: <b>16-24-06</b>
Payment Ref: (Use company name)	Date of Payment:	

**or**

<b>Card</b>	Card Number:	Expiry Date:
CVS:	Postcode: (card is registered to)	Name on Card: