



# Terms and Conditions

## Important Notice

This booking form constitutes a legally binding contract. Bookings must be made with advance payment.

## Course Timings

Courses normally run Monday to Friday 9.00 a.m. – 5.00 p.m.  
Timings for In-house courses to be arranged prior to course start.

## Course Confirmation

All courses that are pre-booked or rearranged in-house will be confirmed at least 4 weeks before the course start date, giving all relevant information.

## Cancellation

Whilst every effort will be made to run courses to schedule, CSSL reserve the right to cancel, alter or rearrange courses should circumstances dictate. Transfer of fees to a later equivalent course is permitted in the event of unavoidable cancellation. A refund of course fees can also be made in such circumstances, but no further responsibility can be taken for any other cost incurred by the client in attending open courses (or organising them in-house).

## Payment of Fees

It is a condition of the booking that the fee is payable in advance. Cheques to be made payable to **Corporate Training Solutions**.

A refund of fees will be made for cancellations received in writing at least 14 days prior to the event (less 25% cancellation fee to cover administration costs). No refunds will be made for cancellations received within 14 days of the event and failure to attend after confirming a booking will be subject to the same terms.

Course transfer will incur a 10% administration fee if made within 14 days of the course start date. No refund of fees is allowable if a service is provided, but not actually used on the day.