

## **e-testing Consultancy Ltd Training Terms & Conditions**

### **1. Confirmed bookings**

Delegates must return a completed booking form to constitute a confirmed booking.

### **2. Fees**

Full payment must be made at the time of booking unless you are an e-testing account holder. If you are an account holder, payment must be received at least 14 days before the course commences. The fees include tuition, all course documentation and materials, lunch and refreshments.

### **3. Payment Terms**

Payment terms are immediate for non-account clients or 14 days prior to the course start date for account holders. Any account holders with different payment terms must contact e-testing to discuss their requirements upon booking. Please note, credit card payments are subject to a 2% surcharge.

Only clients who have paid the full amount in advance will be entitled to attend the training course. Cancellations terms apply to delegates who do not comply with the payment terms.

### **4. Substitutions**

Direct substitution of a delegate(s) on a particular course may be made without penalty, provided that a minimum of one weeks notice is given. Substitutions can only be made on a like for like basis, i.e. one delegate can be substituted for another on the same course (not on a course to take place in the future).

### **5. Transfers**

Transfers will only be processed once full payment for the original booking has been received by e-testing. Only one transfer per delegate is permitted. In exceptional circumstances, and at the sole discretion of e-testing, transfers to another presentation of the same course may be allowed, within the cancellation period as set out above.

### **6. Cancellations**

All cancellations must be confirmed in writing and are subject to the following charges:

More than 4 weeks in advance	= no charge
2 - 4 weeks in advance	= 50% of the course fee
Less than 2 weeks in advance	= 100% of the course fee

### **7. Cancellation by e-testing**

Should accident or illness, or any event outside the control of e-testing, prevent us from running the course at the scheduled time, we would do our utmost to reschedule; however by booking a course the client indemnifies and holds harmless e-testing from and against any and all costs, damages, expenses and losses, howsoever caused, which are incurred by the client.