



TERMS AND CONDITIONS FOR TRAINING COURSES

Payment

Payment must be received prior to the course.

Payment can be made by credit card for bookings via our website at www.acumen-bcp.co.uk/businessContinuityTrainingCourses/ or by invoice. Credit card bookings can only be made via the website. Receipts for payment via the website are provided in electronic format.

Invoices are due for payment on receipt and at least 10 working days before the start of the course. Late payments will incur an additional 5% administration fee.

Reservations

For payments by invoice, places may be reserved online via our website at www.acumen-bcp.co.uk/businessContinuityTrainingCourses/ for up to 7 days, pending payment of the invoice.

Transfers, substitutions and cancellations

Delegates may transfer a registration for one course to another course up to 21 working days prior to the original course date, provided that places are available on an alternative course. Once a delegate has transferred no refunds will be given for the cancellation of either course. Only one transfer by any delegate may be made.

Substitutions may be made at any time up to 7 working days prior to the course date at no additional cost. Substitutions within 7 days of the course date will incur an additional 5% administration fee.

If you cancel a booking : We will only accept cancellations in writing. If a delegate fails to attend a training course, or if a cancellation is made within 10 working days prior to the start of a course, no refund will be given. In the event of a cancellation between 21 days and 11 days prior to the start of a course we will refund 50% of the course fees.

If we cancel a training course : We reserve the right to cancel or reschedule a training course at any time in the event of circumstances beyond our reasonable control. In such circumstances, we will offer alternative dates, a full refund or a credit note.

Changes of venue : We reserve the right to change the venue if necessary. In the event of a change of venue being necessary, we will endeavour to procure a venue of similar or better quality as near as possible to the original published venue.

Variations to terms and conditions

We reserve the right to revise and amend these terms and conditions from time to time.