

# Course Booking Terms and Conditions

Between

Advance 4 Training Ltd ('A4T') or ('We') or ('US'), Company registration number 10641293, whose registered address is: Unit 15, Heston Industrial Mall, Church Road, Hounslow, TW5 0LD and You ('Client') or ('Candidate').

## 1.0 Purpose:

1.1 To ensure that by booking on a course through the website or personally at the centre to a course offered by A4T, the client accepts these terms and conditions in their entirety.

1.2 These terms and conditions succeed over any advertising material in written or electronic form or oral illustration to you by A4T staff.

## 2.0 Course Bookings

2.1 Course bookings are not completed until A4T receives a completed booking form or telephone booking along with a course deposit fees and the client receives course confirmation by email, verbal or in written form; which A4T sends to you as soon as possible after receiving your course deposit fees.

2.2 A4T reserves the right to accept or reject any application for course enrolment at its sole discretion.

## 3.0 Course Fees

3.1 Minimum 20% of the total course fees required to allocate a place on the requested course and confirmation of booking.

3.2 No booking is confirmed until the deposit is paid, and the telephone booking / application form is completed.

3.3 The balance of any outstanding fees is due within 14 days of receipt of booking confirmation or before the Course start date, whichever is earlier unless a prior written arrangement has been agreed.

3.4 The candidate will not be able to undertake their assessment, or the assessment result will not be transmitted to certification body unless full payment has been received.

3.5 Failure to pay any course balance fees may result in your course being cancelled.

3.6 Course fees are not a guarantee to pass the assessment / examination, if the candidate fails to achieve certification, no refund of the fees is payable to the candidate, which you have paid for the course.

## 4.0 Mode of Payment

4.1 Payment can be made by cheque, BACS or Debit Card. Cheque must be made payable to "Advance 4 Training Ltd" and must clear before the start date of course.

4.2 We are not accepting any Cash Payments as a mode of payment unless prior arrangement has been agreed with the director of the company. If mode of payment as cash is agreed, then Cash Receipt is only valid if the receipt signed by the company Director.

## 5.0 Obligations

### 5.1 Obligations by us

5.1.1 we agree to provide in centre training (if applicable) and assessment as per your booking confirmation.

5.1.2 We agree to provide the necessary equipment's to complete the Training / assessment as per awarding body / certification body requirements. Course fees will cover the first sitting only in examination or assessment.

### 5.2 Obligations by you

5.2.1 You agree to attend course during the course term on given days and time as per booking confirmation.

5.2.2 You agree to complete self-study and home work as required to complete the course.

5.2.3 You agree to pay additional resit examination / assessment fees if resit required to achieve the qualification.

5.2.4 You agree not to use offensive language, disruptive, bullying and aggressive behaviour against other candidates and A4T staff at any time.

5.2.5 You agree not to use of sound recording and photographic equipment's within any part of the premises where the course is delivered/Assessed.

5.2.6. You agree to leave the course with no refund of any prepayment, if you breach of clause 5.2.4 & 5.2.5

## 6.0 Cancellation of course

### 6.1 Course Cancellation by you

Due to the limited number of places per class, the course fees are non- refundable however if a confirmed booking is cancelled by written confirmation and received by A4T then cancellation is accepted, and refund is subject to clause 6.1.1 and / or 6.1.2:

6.1.1 Prepayment will be refunded if it is minimum 21 days prior to the course start date.

6.1.2 A charge of 50% of the total course fees will incur if it less than 21 days but minimum 14 days prior to the course start date

**6.1.3 No refund of any prepayment and the full balance will remain due if it is less than 14 days prior to the course start date**

6.1.4 Once the course has started, course bookings are not transferable and cannot be completed at a later date. The candidate will not be entitled to any refund.

**6.1.5 No refund of any prepayment and the full balance will remain due if the candidate fails to attend the course.**

6.1.6 If you reschedule your course then cancellation clause 6.1.1 and 6.1.2 will apply from the original course start dates not for the new reschedule course start dates.

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### 6.2 Course Cancellation by us

6.2.1 A4T reserves the right to cancel or alter booking arrangements if necessary.

6.2.2 The candidate will be offered an alternative course date or any prepayment will be refunded in full if we cancel or reschedule any course that does not have a sufficient number of delegates to constitute feasibility or due to unforeseen circumstances beyond its control.

6.2.3 A4T may cancel course booking, if candidate fail to pay all sums due on time.

6.2.4 No refund of any prepayment and the full balance will remain due if candidate fail to fulfil their obligations under these terms & conditions.

### 7.0 Rescheduling of course

7.1 If candidate want to change course date to next available dates, it can be changed only once at the written request but only the new course date is confirmed upon received the full outstanding amount and administration charges subject to clause 7.2 & 7.3

7.2 For requests to reschedule a booking received more than 14 days in advance of the course start date there will be a Reschedule administration charge of £30.00 ex vat. Reschedule charge invoice amount and any balance on the original invoice must be paid in full.

7.3 For requests to reschedule a booking received Less than 14 days in advance of the course start date there will be a charge of 50% of the total course fees. Reschedule charge invoice amount and any balance on the original invoice must be paid in full.

### 8.0 Changes in Course Programme

8.1 A4T reserve the right to amend the training or assessment agreed programme without any compensation

8.2 Additional charge may incur if the publish programme becomes longer due to the new regulations or the requirements of the awarding/certification bodies.

8.3 A4T reserve the right to change the awarding / certification body to achieve a certification with equivalent or higher than the qualification provided the original certification body.

### 9.0 Rights to Cancel (Distance Bookings only)

9.1 Booking a course via the internet or the telephone (but without any face to face) is deemed to be a booking by distance. The contract is governed by the consumer protection The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 which will generally give you 14 days cooling off period (starting after the day in which you entered the agreement) to cancel the contract, unless the booked course commences within the 14 days period.

9.2 If your booked course will start within 14 days, then you are agreed to giving up your right to cancel within cooling off period.

9.3 Clause 9.1 will not apply if bookings made by the businesses then transaction will be deemed business to business.

### 10.0 Third Party Course Bookings

10.1 If you are not the candidate and booking course on behalf of another person, (for e.g. friend, relative or employee etc.) these terms and conditions shall be obligatory on you and the candidate, and you accept that you have the appropriate legal authority to sign on their behalf and consent to the processing of their personal data and to receive any communication on their behalf.

10.2 If as a course booker, if you breach clause 10.1 then you shall be liable to indemnify A4T in full against any loss, damage or liability resulting from your failure.

### 11.0 Confidentiality

11.1 A4T is registered with the Information Commissioners Office and fully adheres to data protection legislation.

11.2 A4T may use your personal data for administration purposes and will be kept for a reasonable time.

11.3 A4T may use your personal data to contact you by email, SMS, post or telephone to let you know the promotions, upcoming courses which might be of interest to you, but you can opt out by sending us an email at [admin@advance4training.com](mailto:admin@advance4training.com)

11.4 A4T may forward your personal data to the awarding / certification bodies which is required to issue the certificate.

11.5 Awarding / certification bodies may pass your personal data to the concern authorities to notify the outcome of the assessment / exam.

11.6 A4T may record telephone calls for training or monitoring purpose only.

11.6 You by booking a course giving your consent to A4T to use your personal information as per clause 11.2 to 11.6.

### 12.0 CONTACT

Company Name: Advance 4 Training Ltd T/As Advance 4 Training

Trading Address: 5-14 South Road, Smethwick, Birmingham, B67 7BN

Tel: 0121 601 2541, Email: [admin@advance4training.com](mailto:admin@advance4training.com)

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Tel: 020 8570 5557, Email: [admin@advance4training.com](mailto:admin@advance4training.com)

[www.advance4training.com](http://www.advance4training.com)