

Advance Skills Training Ltd T/As Advance 4 Training - Terms and Conditions

Payment Terms

Minimum 50% of the total course fees required to allocate a place on the requested course and confirmation of booking. 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 arrangement has been agreed. Candidate will not be able to undertake their assessment unless full payment has been received. Payment can be made by cheque, BACS or Credit/Debit Card. (Credit Card payments incurred 2% extra charge). Cheque must be made payable to “**Advance Skills Training Ltd**” and sent to Unit 15 Heston Industrial Mall, Hounslow, and Middlesex TW5 0LD. Failure to pay any course balance fees may result in your course being cancelled. Candidates who do not achieve certification will not receive a refund of the fees which they have paid for the course.

Rescheduling of courses Policy

- For requests to reschedule a booking received more than 14 days in advance of the course start date there will be no charge incurred
- 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.

Cancellation and Refund Policy

- If a confirmed booking is cancelled by written confirmation no less than 22 days prior to course start date, then the cancellation will be accepted and any prepayment will be refunded in full. If a confirmed booking is cancelled by written confirmation between 14 and 21 days prior to the course start date, then the cancellation will be accepted and there will be a charge of 50% of the total course fees.
- If a confirmed booking is cancelled by written confirmation less than 14 days prior to the course start date, then the cancellation will be accepted and there will be no refund of any prepayment and the full balance will remain due.
- **If a confirmed booking course fees charged on a discounted rate, and cancelled by written confirmation after any time of booking, then the cancellation will be accepted and there will be no refund of any prepayment and the full balance will remain due.**
- Please ensure that when attending you complete the course, as once the course has started, it cannot be completed at a later date. You will not be entitled to any refund.
- In the event of non-attendance, there will be no refund of any prepayment and the full balance will remain due.
- Advance Skills Training, reserve the right to cancel or reschedule any course that does not have a sufficient number of delegates to constitute viability or due to unforeseen circumstances beyond its control, then candidate will be offered an alternative course date or any prepayment will be refunded in full.
- Advance Skills Training Ltd reserves the right to alter booking arrangements if necessary and has the right to refuse any application.

Re-Sits Policy

Please note that if the candidates do not achieve the required level of competency in either the theory or practical assessment, it may be necessary for the candidates to re-sit the sections which they have been unsuccessful in. A re-sit must be completed within 90 calendar days of initial ACS assessment and within 30 calendar days of ACS re-assessment. If additional training required, additional training fees will be incurred dependant on the nature and amount of training involved. The re-sit fees for ACS of £200.00 plus VAT per day or £100.00 plus VAT for EAL/ACS theory exams will be incurred if this situation arises.

Distance Booking / cooling off period

Booking a course via the internet or the telephone 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). The regulations generally give you 14 working days (starting after the day in which you entered the agreement) to cancel the contract, unless it is agreed that the service commences within the 7 day period. - EXCEPTIONS: Trade and Commercial bookings.

Sound Recording & Photographic Equipment

Please note that the use of sound recording and photographic equipment is strictly prohibited within any part of the premises where the course is delivered/Assessed. Any candidate found to be using this type of equipment during their training and / or assessment may be asked to leave their course with no refund of any prepayment. Please note we may capture photographs or videos during training, only for the purpose of advertisement in electronic or printed media.