

Course booking terms and conditions and cancellation and refund policy

Effective from 28th March 2019. Please note these 'Terms and Conditions' may be subject to change without notice.

1. Booking

For current course costs and dates, please refer to our website.

Before booking onto the course, please ensure that you have read the course content, to ensure the course will meet your training needs and that the candidate(s) are able to meet pre-requisites, where stated.

If a course registration/booking form is completed by an individual other than the named candidate, it is the responsibility of the employer to ensure the candidate is suitable for the course and has the relevant experience.

Upon receipt of your course registration booking form and subsequent payment in full, your place(s) will be confirmed.

Important note: Carlisle Support Services acceptance of your booking brings into existence a legally binding contract between us on these terms and conditions. Any term sought to be imposed by you in any purchase order or correspondence will not form part of the contract.

2. Purchase Orders

Purchase orders may be accepted in lieu of payment at time of booking at Carlisle Support Services sole discretion.

Acceptance of purchase orders is subject to Carlisle Support Services prior approval for credit terms. Customers must first supply a completed Customer Information Form upon request.

Purchase orders shall not be accepted from any customer at any time during which the customer's account is placed on "stop" due to default.

3. Invoicing and payment

Course fees are payable in full at time of booking unless a valid, authorised Purchase Order is provided and accepted.

Preferred payment is debit/credit card via telephone to our client services team

Invoices will be sent via email to the name provided on the booking form and must be paid within 30 days of the invoice date or not later than 10 working days prior to the start of the course, whichever date occurs soonest (the "due date").

Payment can be made in UK pounds by BACS transfer or cheque upon request.

4. Course attendance and certification

Candidates will receive a welcome email to the email address provided on the booking form approximately 10 working days before the course start date

It is the responsibility of the individual completing the course registration/booking form to ensure welcome instructions are received by the candidate. Instructions will be sent via email to the email address provided on the booking form.

If the welcome instructions are not received, it is the responsibility of the individual who completed the course registration/booking form to contact CARLISLE SUPPORT SERVICES to arrange for them to be reissued.

CARLISLE SUPPORT SERVICES will send all correspondence primarily via email to the email address provided on the course registration booking form. If alternative details are received after the booking form has been submitted, they will supersede the original details and all future correspondence will be sent to the new address.

It may be necessary, for reasons beyond the control of CARLISLE SUPPORT SERVICES, to change the content and timing of the programme, the date, the venue or the tutor.

5. Cancellations and Amendments

All requests for cancellations and/or transfers must be received in writing. Email is acceptable as a written form of communication

Changes will become effective on the date of written confirmation being received.

The appropriate cancellation charge will apply based on the cost of your booking, as shown below.

*excluding extenuating circumstances which will be charged at Carlisle Support Services sole discretion.

Calendar days' notice before the start date of the course - Refund applicable:

30 calendar days or more = Full refund minus a £20.00 exc VAT administration fee

Between 11 and 29 calendar days (inclusive) = 75% of fee refunded minus a £30.00 exc VAT administration fee per candidate.

Between 1 and 10 calendar days (inclusive) = No refund will be given.

Failure to attend - Treated as late cancellation and no refund given.

In the event that an individual named on the booking form cannot attend, we will accept substitution of another delegate on the condition that written notification of the substitution has been received by us prior to the course date, the new delegate meets the prerequisite requirements of the course and an administration fee of £30.00 plus VAT has been paid.

If the individual named on the booking form is unable to attend, and cannot or does not wish to transfer their place to another candidate, a percentage of the fee paid may be accepted as payment towards a place on the same or another course that takes place within 3 months following the originally booked event. The amount of the course fee transferred is displayed below.

Calendar days' notice before the start date of the course

Fee to transfer to a new course:

30 calendar days or more = 100% of fee plus a £20.00 exc VAT administration fee

Between 11 and 29 calendar days (inclusive) = 90% of fee plus a £20.00 exc VAT administration fee per candidate.

Between 1 and 10 calendar days (inclusive) = No transfers are permitted and the cancellation fee will be incurred.

Delegates are only permitted one course transfer or substitution per booking. After this the full fee will be charged.

In the event of there being insufficient numbers booked onto a course CARLISLE SUPPORT SERVICES reserves the right to cancel or postpone the course.

In the event of cancellation of a course by CARLISLE SUPPORT SERVICES, we will endeavour to inform all participants a minimum of 5 working days before the course is due to take place, although please be aware that this is not always possible. All course fees paid will be reimbursed in full, or the payment will be transferred in full to another CARLISLE SUPPORT SERVICES course and no administration fees will be charged. CARLISLE SUPPORT SERVICES shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.

If you are a consumer and make a booking via our website or by telephone, under the Consumer Contracts Regulations 2014 you have a cancellation cooling off period where you can cancel your course within a period of 14 working days beginning on the day after the day on which the contract is concluded with you as notified by email or postal confirmation from CARLISLE SUPPORT SERVICES in accordance with these Terms. In this case, you will receive a full refund of the price paid for the course(s) in accordance with our refunds policy. After this initial cooling off period the above charges apply.

If CARLISLE SUPPORT SERVICES refund fees paid according to the above cancellation policy, if payment for the order was originally made by credit/debit card, any refund will be made back to the same card. If payment for the order was made by another method, such as cheque or BACS transfer, a refund will be made by BACS direct bank transfer to a bank account that you elect.

6. Course Provisions

Accommodation, travel, food and beverages are the responsibility of the candidate.

Candidates will be informed in advance of local amenities at or near the venue.

Candidates will receive all course resources and materials inclusive in the course fee.

7. Extenuating Circumstances

If you are unable to attend any of the course due to extenuating circumstances you must inform CARLISLE SUPPORT SERVICES in writing.

If you were unable to attend due to illness you must provide evidence in the form of a doctor's note.

CARLISLE SUPPORT SERVICES reserves the right to not refund any candidate after the 14 day cooling off period, and will use their discretion when reviewing applications of extenuating circumstances.

8. Force Majeure

CARLISLE SUPPORT SERVICES shall not be liable to refund of fees or for any other penalty should courses be cancelled due to war, fire, strike lock-out, industrial action, tempest, accident, civil disturbance or any other cause whatsoever beyond their control.

9. Entire Agreement

These terms and conditions, together with the current CARLISLE SUPPORT SERVICES website prices, course details and CARLISLE SUPPORT SERVICES contact details, set out the whole of our agreement relating to the supply of the course and associated materials and services to you by CARLISLE SUPPORT SERVICES. These terms and conditions cannot be varied except in writing signed by a Director of CARLISLE SUPPORT SERVICES. In particular, no terms and conditions incorporated within your purchase order and nothing said by any person on behalf of CARLISLE SUPPORT SERVICES should be understood as a variation of these terms and conditions or as an authorised representation about the nature or quality of any goods or services offered for sale by CARLISLE SUPPORT SERVICES. CARLISLE SUPPORT SERVICES shall have no liability for any such representation being untrue or misleading.