



## Training Course Booking: Terms and Conditions

---

Our Booking Process will enable you to "Book & Pay Now".

All course bookings have terms and conditions applied to them as stated herein.

All course bookings are entitled to the same booking terms and cancellation conditions.

### Online bookings

---

If you book and pay in the online store, we consider your booking made and confirmed at the time of purchase.

For online bookings, you pay for your course in full and upfront, you are entitled to the same cancellations and amendments policies.

### Offline bookings

---

An offline booking happens if you do not book via the online store. (typically, you will use an enquiry form under [Contact Us](#) or we may have spoken on the phone first).

For offline bookings, a booking is not considered confirmed until GRC Audit Consultancy Ltd have advised the delegate of the course details via email and until the delegate has paid for the course in full.

### Booking terms and conditions:

---

By making a booking either online or offline, you are liable for the fees set out within it. We cannot provisionally hold or reserve places via either booking type. Please call us to discuss this if necessary.

### Amendments and transfers

---

Courses are priced based on attendance and other delivery costs and may need to meet minimum delegate numbers to be viable and to ensure that facilities and trainers are available to deliver courses to the high standards expected.

Should you wish to change your course booking please notify us as soon as possible, and we will endeavour to re-arrange your booking at a suitable date subject to the cancellation terms set out below.

For all transfers and changes you will be charged according to the original booking price and subject to the original and agreed payment terms and no partial or full refund will be payable.

## **Cancellation**

---

Where cancellation rather than amendment is requested by you, the following fees and charges apply:

- Cancellation of the course by you, within 10 working days prior to commencement is subject to a full refund less an administration fee\*\*
- Cancellation of the course by you, within 5 working days prior to commencement will be subject to a refund of 50% of the total course cost.
- Cancellation of the course by you, within 48 hours of commencement will not be eligible for any refund.

## **Administration fees**

---

The admin fee for cancellation of a full day course is £50

## **Exceptions**

---

GRC Audit Consultancy Ltd reserves the right to re-arrange and to cancel part or all of a training course but will endeavour to inform you as soon as possible in any such instance.

In these rare cases, you will be offered a place on the same course on another date or venue in line with our transfers and amendments policy noted above. If this is not convenient or possible for you a full refund will be given.

Under no circumstances will compensation be payable or shall GRC Audit Consultancy Ltd be liable for additional costs, loss or penalties incurred by you as a result of changes and cancellation of training arrangements and bookings.

## **Payment terms:**

---

Standard payment terms are as follows, although we reserve the right to agree alternative payment terms as required.

Deposits:

No deposit is charged for online bookings (it's paid in full at the time of the booking).

Booking balance:

If you booked offline; the full balance must be paid and cleared 10 working days before the course start date.

Your course is not a confirmed booking until you have paid in full.

## **Outstanding balances:**

---

Payment is due strictly NET 5 days from date of issue of an invoice unless alternative terms are agreed in advance.

## **Permissions and Releases:**

---

The delegate agrees to indemnify and hold GRC Audit Consultancy Ltd harmless against any and all claims, costs, and expenses, including legal fees, due to materials included in the training and on the advice given as part of this booking.

GRC Audit Consultancy Ltd will not be held liable for other costs and expenses that the delegate may incur as a result of cancellation, changes and/or resulting from the advice given or the subsequent actions undertaken based on the training given.

### **Miscellaneous:**

---

This Agreement shall be binding upon the parties, their heirs, successors, assigns, and personal representatives.

This Agreement constitutes the entire understanding of the parties.

Its terms can be modified only in writing signed by both parties, except that the delegate may authorise expenses or revisions orally or via email.

Any dispute arising out of this agreement will be resolved by negotiation between the parties.

If they are unable to resolve the dispute, either party may commence mediation and/or binding arbitration through an appropriate UK mediation service.

A waiver of a breach of any of the provisions of this Agreement shall not be construed as a continuing waiver of other breaches of the same or other provisions.

This Agreement shall be governed by the laws of the United Kingdom and the courts of such shall have exclusive jurisdiction and venue.

In the event of late booking arrangements, GRC Audit Consultancy Ltd may change this schedule to suit practical arrangements. Where courses take place without any booking fee or deposit being charged in advance of the course, payment terms may be shortened.