

**PUBLIC OPEN COURSES AND CLIENT-ONLY COURSES SCHEDULED AT OUR FACILITIES****1. Booking**

- 1.1. A completed and signed Course Booking Form will be required for every booking made. Bookings will be confirmed by email to the person making the booking. Business account holders can book online via the Corps Construct Booking Portal.
- 1.2. If applicable, a purchase order number should be provided at time of booking.
- 1.3. If a quotation has been provided, acceptance of the quotation plus associated terms and conditions will be required in writing prior to booking. Quotations are valid for the period stated on the quotation.

**2. Payment**

- 2.1. Full payment will be required prior to the start of the course unless agreed otherwise with Corps Construct Limited. Course fees are shown exclusive of VAT.
- 2.2. New business customers will be required to pay the first invoice in full prior to the course start date. Business customers will then be able to apply for an account and will be required to complete a New Customer Account Application Form.
- 2.3. Existing business customers will be eligible to pay on account on 30 days payment terms from the date of the invoice. Accounts will be reviewed frequently and non-payment will result in the account being suspended until full payment is received.
- 2.4. Payments are to be made by bank transfer, credit/debit card or cheque made payable to Corps Construct Limited quoting the invoice number and/or the booking reference. Banking details will be provided on the invoice.
- 2.5. Joining instructions will be sent via email once confirmation and payment has been received. Certificates will not be issued until full payment is received.

**3. Delegates**

- 3.1. Delegates are required to attend all days allocated to them to fully satisfy awarding body requirements.
- 3.2. The person making the booking should provide the delegate with all information prior to the delegate attending the course. Delegates should arrive fit for work. Corps Construct Limited reserve the right to restrict or prevent access to those suspected of being under the influence of drugs and/or alcohol.
- 3.3. Delegates should arrive in good time to attend the course at the prescribed time. Corps Construct Limited will accommodate those arriving late due to exceptional circumstances however reserves the right not to accept those arriving excessively late.
- 3.4. No refunds will be made due to non-attendance or situations specified in clause 3.2 and/or 3.3.

**4. Transfers**

- 4.1. Should circumstances mean that you need to transfer your booking to another date, please ensure at least 21 working days\* notice is given prior to the start of the original course and that the request is confirmed in writing, by letter or e-mail.
- 4.2. All transfers are subject to a minimum transfer fee charged at £37.50 plus VAT.

**5. Substitutions**

- 5.1. Substitutions may be made at any stage at no cost, however please advise us in writing as soon as possible.

**6. Cancellations by you**

- 6.1. If you have to cancel the following cancellation charges will apply:
  - 6.1.1. More than 21 working days\* prior to the course – 25% of the course fee (75% refund);
  - 6.1.2. Between 11 and 20 working days prior to the course – 50% of the course fees (50% refund);
  - 6.1.3. 10 or fewer working days prior to the course – 100% course fees (0% refund);

- 6.2. If a special price has been applied to a booking, as part of a promotion or special offer and cancellation of one or more delegates contravenes the terms of that promotion/offer, then the full price will be applied to any/all remaining places.
- 6.3. Should Corps Construct Limited incur loss due to advanced scheduling of any additional tuition or resources, such as publications, to meet client-specific requirements to facilitate these will be charged to the client in full. Tuition fees will be charged at £375.00 plus VAT for every day scheduled as per the cancellation clause in 6 above.

#### 7. Cancellations by us

- 7.1. We reserve the right to cancel any course if there are insufficient numbers to run a viable course. In such exceptional circumstances you will be given as much notice as possible and the offer of a transfer to another course date, or a full refund of fees paid. Corps Construct Limited will not accept incidental or consequential loss resulting from such a cancellation including any personal travelling expenses incurred by the client or delegate.

#### COURSES SCHEDULED AT A FACILITY PROVIDED BY CLIENT

**In addition to clauses 1 – 7 the following applies to courses scheduled at a facility provided by a client of Corps Construct Limited.**

#### 8. Cancellations by you

- 8.1. If you have to cancel the following cancellation charges will apply:
  - 8.1.1. More than 21 working days\* prior to the course – £375.00 plus VAT per day scheduled or 25% of the course fee (75% refund) whichever is the higher;
  - 8.1.2. Between 11 and 20 working days prior to the course – £375.00 plus VAT per day scheduled or 50% of the course fees (50% refund) whichever is the higher plus 100% of any travel and accommodation charges pre-booked or pre-paid by Corps Construct Limited;
  - 8.1.3. 10 or fewer working days prior to the course – 100% course fees (0% refund) plus 100% of any travel and accommodation charges pre-booked or pre-paid by Corps Construct Limited;
- 8.2. Delegates are required to attend all days allocated to them to fully satisfy awarding body requirements. Non-attendance on the day will result in the full fee being payable.
- 8.3. Should Corps Construct Limited incur loss due to advanced scheduling of any additional tuition or advance purchase of resources, such as publications, to meet client-specific requirements to facilitate, these will be charged to the client in full. Tuition fees will be charged at £375.00 plus VAT for every day scheduled as per the cancellation clause in 8 above.

#### 9. Cancellations by us

- 9.1. We reserve the right to cancel at any time and in such exceptional circumstances you will be given as much notice as possible and the offer of a transfer to another course date, or a full refund of fees paid. Corps Construct Limited will not accept incidental or consequential loss resulting from such a cancellation including any personal travelling expenses incurred by the client or delegate.
- 9.2. Incidental Expenses such as travel will be applied to the invoice where applicable at the agreed rate quoted prior to booking.

#### 10. Facilities

- 10.1. Client is responsible for providing power, a wall area or screen for projection and a room or area large enough for maximum number of delegates attending each cohort/course plus reasonable access to welfare facilities including first aid.

*\*Working days are defined as Monday to Friday inclusive, excluding bank and public holidays*