

THESE TERMS AND CONDITIONS OF BUSINESS IS SUBJECT TO CHANGE WITHOUT NOTICE. ONLY THE TERMS AND CONDITIONS OF BUSINESS USED AT THE TIME OF YOUR BOOKING WILL APPLY TO YOUR BOOKING. PLEASE CONTACT DAVID SNEDDON EVENT SERVICES FOR THE MOST RECENT COPY OF THESE TERMS

TERMS AND CONDITIONS OF BUSINESS

- By making a booking with David Sneddon Event Services (DSES) you accept these terms and conditions of business.
- 'The Client' refers to the person, company or organisation making the booking with DSES and who will be paying for the cost of services rendered.
- 'Delegate' or 'Delegates' refers to the persons attending the course.
- 'In writing' refers to emails or letters written posted using Royal Mail.
- Any variance or change to the standard terms and conditions listed below must be agreed in writing with David Sneddon before any contract is entered or course is confirmed.

Payments, Bookings and Quotes

1. Bookings will not be confirmed without payment of a deposit of at least 25%. No booking will be confirmed until it is confirmed in writing.
2. All outstanding balances owed must be paid at least 2 weeks before course start date.
3. All invoices will be on 28 day payment terms OR 2 weeks before course start date, whichever is sooner. The due date of an invoice will be stated clearly on the invoice.
4. All quotes will include any travel or trainer accommodation costs unless expressly stated otherwise. Travel will be billed at £0.45 per mile in line with HMRC guidance.
5. Where payment has not been received before the start of the course, certificates will not be issued to delegates until all outstanding balances are paid and fully cleared.
6. Payments will be accepted by BACS transfer (preferred), cash or cheque. We do not currently accept debit/credit cards, PayPal or any other form of electronic payment.
7. All quoted prices are inclusive of VAT. DSES is not VAT registered.
8. All quotes are valid for 14 days unless expressly agreed in writing at the time of the initial quote. Any extension request which has not been previously arranged will be at the sole discretion of David Sneddon.

Cancellations, Variances Transfers and Refunds

1. DSES reserves the right to cancel or alter a course due to circumstances outwith our control. As much notice will be given as possible and a full refund or transfer of payment will be offered. DSES will not be liable for any transport, accommodation or other costs incurred due to cancelled training courses except those paid directly to DSES.
2. Where the Client wishes to make a cancellation, variance or transfer the following policy will apply.

3. Refunds for cancelled bookings will be offered on the following terms:
 - a) Deposits are not refundable at any time.
 - b) Cancellations made more than 4 weeks prior to course: full refund minus deposit.
 - c) Cancellations made less than 4 weeks prior to course start: 50% of booking value will be refunded.
 - d) Cancellations made less than 2 weeks prior to course start: No refund offered.
4. All cancellations must be made in writing as early as possible.
5. No attendance to a course will be considered as a cancellation without no notice and as such no refund will be offered.
6. DSES reserves the right to refuse any delegate who is late to arrive or does not attend any session during courses if the trainer believes that they will not gain the required skills and knowledge in the time available. No refund will be offered in these circumstances.
7. Variances:
 - a) Additional spaces (up to the limit of spaces available) can be added to a booking at any time. As much notice as possible should be given to allow the ordering of sufficient resources
 - b) Reductions in booking values will be considered as a partial cancellation and as such will be charged in accordance with the cancellation policy listed above, i.e. reductions made less than 2 weeks before booking commences: 50% of reduction payable, reductions made less than 1 week before course start: 100% payable. Reductions made more than 2 weeks before course start will not incur additional charges.
8. Transfers of course places:
 - a) If you are unable to attend a course and wish to enter another delegate in your place, no charge will be incurred.
 - b) If you wish to transfer your booking to a different date then the following policy will apply:
 - i) Transfer requests made more than 4 weeks before course starting: all monies paid will be transferable.
 - ii) Transfer requests made less than 4 weeks before course starting: 50% of booking value transferable.
 - iii) Transfer requests made less than 1 week before course start: 25% of booking value transferable

Included and Excluded in Booking Fee

1. DSES will provide all training equipment necessary for the running of the course unless expressly agreed between David Sneddon and the booker at the time of booking. All such agreements will be made in writing
2. Courses do not include catering, refreshments or any form of accommodation unless expressly agreed in writing at the time of booking.
3. Where DSES is providing a training venue for a course, we will ensure it is suitable for running training. Where training is being provided at your own venue, it must be of sufficient size and have sufficient facilities to run the training effectively. All venues must meet all relevant health and safety requirements including but not limited to: fire regulations, electrical

appliance regulations and full risk assessments. Please contact us for more information of what is required of training venues if you are unsure.

Suitability of Candidates for Training

1. DSES aims to make its training accessible to all members of society however due to the nature of some of our courses not all persons will be able to complete certain courses.
2. It is the responsibility of the Client to ensure that all delegates are fully able to undertake all aspects of the training booked. Most of our courses include some form of practical training and scenarios. If you are unsure then please contact us for advice.
3. Where a delegate, on arrival, is not fully able to undertake the training required to complete a course, no refund or certificate will be issued.
4. Where delegates are attending annual refresher or re-qualification training it is the responsibility of the Client to provide proof that all delegates hold the pre-requisite qualification before the beginning of a course. If a delegate is found on arrival to not hold the required qualification then no refund will be offered.
5. All delegates are expected to conduct themselves in a manner conducive to learning for all delegates. Any delegate who's conduct is not acceptable may be refused continuation on a course. If this is necessary no refund will be issued.

Confirmation of Details

1. At the time of booking you will be sent a booking details form. You must notify us in writing of any errors. By paying your deposit and confirming your booking, you agree that the details on the form are correct. Any errors on the form which are not notified at the time of booking may incur additional charges