



## NEW TERMS AND CONDITIONS for BOOKING TRAINING 2025

### GENERAL CONSIDERATIONS

1. All prices quoted are net of VAT at current rate.
2. By making a booking with us, you are committing to these terms and conditions, and once a booking form or web booking has been received, this is considered to be a firm booking by ourselves. After this point cancellation charges will apply.
3. All bookings must be paid for at the time of booking either by BACS or by Card Payment.
4. Certifications or uploads will not be issued until ***payment has been received.***
5. **Late payments** will result in an overdue invoice interest rate claim of 8%+ BoE base rate, per day overdue.
6. For courses held on clients own premises, these must be fit for training and meet our basic Health and Safety check. Facilities found not to be fit for purpose on arrival, will result in the trainer stopping the course, and fees will not be refunded.

### CANCELLATION CHARGES

7. All cancellations shall be made in writing via email to [sales@just-training.co.uk](mailto:sales@just-training.co.uk)
8. Cancellations, for whatever reason, **made 14 days or less before the start date** of the course will not be refunded and must be paid for in full. **No refunds or changes will be made.**
9. Cancellations **15 days or more prior to course start date** will be refunded or rearranged.
10. **No refunds will be provided for any delegate who fails to attend the training, or leaves early and does not complete the required course hours or is sent home for poor behaviour.**

### DELEGATE REQUIREMENTS

11. We have a delegate code of conduct which we respectfully ask all delegates to adhere to. Just Training reserve the right to ask unruly, aggressive and disruptive learners to leave the course. The consequences of which we will not be responsible for.
12. For courses which require Assessment of Learning through Tests/Exams, these will be only provided in English. Translation dictionaries may be used by the delegate as necessary.
13. All learners must have the capabilities and eligibility to attend the course and participate in the full course content. If you have any doubts of requirements, please contact us in advance. Please note we are on the FIRST FLOOR and there is no lift in the building.

### INSUFFICIENT LEARNERS

14. Just Training reserve the right to postpone any courses that have insufficient delegates to run the course.