



You Can Do It Training - Booking Terms and Conditions

Payment is strictly 7 days prior to the course start date, unless otherwise agreed in writing.

Materials and/or log in details will not be issued until payment has been received in full.

In all instances, certificates will only be released when the corresponding invoice has been paid in full.

Due to unforeseen circumstances courses maybe transferred to online learning (webinar's) for the protection of both training staff & delegates

You Can Do It .Training Ltd. reserves the right to refuse admittance to a course until payment is received.

We reserve the right to cancel, alter the dates, the venue, the trainer or organisation providing the services provided by You Can Do It .Training Ltd. This includes moving classroom courses to a 'webinar' service where we are unable to reasonably provide a classroom environment.

In the event of a course cancellation, bookings will normally be deferred to the next available date/course at the same venue unless agreed otherwise with the customer. If a booking is cancelled or deferred by the customer, we reserve the right to apply charges:

15-30 days notice to cancel/defer - 25% chargeable of total course cost

8 - 14 days notice to cancel/defer - 75% chargeable of total course cost

1-7 days notice to cancel/defer - 100% chargeable of total course cost

In the event an invoice becomes 'outstanding' and is above 30 days from the completion of the course or the date invoice has been reached and is now overdue, You Can Do It Training Ltd will add interest on the outstanding sum in accordance with government advice. If you are unaware of the process when an invoice becomes late please see the link below.

<https://www.gov.uk/late-commercial-payments-interest-debt-recovery>

All letter correspondence in regard to late payment will incur a £25.00 +VAT administrative charge

All invoices that remain unpaid after a 'letter before notice' has been issued will incur a daily interest charge (currently 8% + UK Base Rate + VAT)

All National Vocational Qualifications (NVQ's) need to be paid in full prior to the NVQ's commencing unless otherwise agreed in writing