



TRYST TRAINING

Tryst Training - Booking Terms and Conditions

1. Acceptance of bookings

1.1 Our website guides you through the booking process. All details can be reviewed before completing the booking, so please take the time to read and check the details at each stage.

1.2 All bookings are subject to availability, and we have the right to reject a booking. If we do not accept your booking, we will inform you by email as soon as possible.

1.3 Once a booking has been made for a public course (either via our website, phone or email), you will receive an automatic email confirming that we have received the booking request. A further email will be sent containing an invoice, and the booking should only be deemed as accepted when this is received.

1.4 Tryst Training do not use customer portals, however, we can complete new supplier forms and provide company documentation on request.

1.5 If you have not received a booking confirmation and invoice within 24 hours (Monday to Friday) of your booking, please email info@trysttraining.com.

1.6 Please note that we do not add entries to delegate's diaries and calendars - it is the nominator's responsibility to inform delegates of the training they have been booked on.

2. Payment & invoices

2.1 Payment for public courses (classroom and online) is required before the course date. It is the nominator's responsibility to ensure all necessary communication is shared with the relevant people and that payment terms are met.

2.2 At the time of booking you can select whether to pay by card or invoice. Payment can be made by credit/debit card, bank transfer (BACS, CHAPS)

2.3 For bookings placed by private individuals or customers outside the UK, payment is due at the time of booking - please note that we do not accept international bank fees.

2.4 We may request payment at the time of booking where we have previously experienced late payment from a customer.

2.5 We reserve the right to refuse entry to a presentation if the course fee is not paid before the date of the course.

2.6 In-house courses will be invoiced after the course date, when final attendee numbers and expenses are confirmed. Payment is due within 14 days of the invoice date.

3. Cancellations & transfers

3.1 If a delegate can no longer attend a course date, they can freely nominate another person to attend the same course date in their place. This must be confirmed in writing.

3.2 Delegates can be transferred to another presentation of the same value or less, at no extra cost, if we are advised more than 14 days before the course date.

3.3 Transfer requests made within 14 days of the course date are not accepted unless there are exceptional personal circumstances. Any requests must be put in writing and a course director will assess the request and advise. If accepted, there may be a transfer fee applied and this is due for payment within 14 days of issue.

3.4 When we agree to transfer a booking to another course date, payment is due by the date of the original course or the transferred course date - whichever is earlier.

3.5 All cancellation requests must be made in writing by email to info@trysttraining.com prior to the course date.

3.6 Cancellation requests made within 14 days of a course date are not accepted and the full course fee remains payable.

3.7 Cancellation requests made more than 14 days before the course date are subject to a 30% cancellation fee which will be invoiced upon written confirmation of the cancellation. Alternatively, the full credit can be transferred to another course of the same value at no additional charge - note that the original invoice will still be due by the original course date.

3.8 Any course credits due to cancellations, transfers or postponements must be used within 12 months of the original course date.

3.9 We reserve the right to cancel or reschedule a course after acceptance of a booking. Any such changes will be notified to the nominator as soon as possible and alternative options will be offered. Where a suitable alternative is not offered, we will reimburse any course fees paid in full. Our liability will be limited to the value of the course fees paid.

4. Classroom course terms

4.1 Joining instructions are generally provided at the time of booking along with the invoice. If they are not, they will be provided at least 2 weeks before the course date. If you have not received them at this point, please email

info@trysttraining.com. The joining instructions are sent to the nominator, who should then distribute them to delegates.

4.2 Tryst Training are not responsible for any non-attendances as a result of not receiving joining instructions and course details -- it is the nominator and delegate's responsibility to ensure they have received all communications and instructions.

4.3 Venues for classroom courses will generally be confirmed at the time of booking, but on a rare occasion the venue may change. Nominators will always be informed as soon as possible and updated joining instructions sent to distribute to delegates.

5. In-house course terms

5.1 In-house courses will be invoiced after the course date, when final attendee numbers and expenses are confirmed. Payment is due within 14 days of the invoice date.

5.2 If the client chooses to cancel an in-house course within 7 days of the course date - 40% of the agreed course fee is due, plus any non-refundable expenses or development costs already incurred by the presenter.

5.3 If the client chooses to cancel an in-house course within 14 days of the course date - 20% of the agreed course fee is due, plus any non-refundable expenses or development costs already incurred by the presenter.

5.4 If the client chooses to cancel an in-house course within 30 days of the course date - any non-refundable expenses or development costs already incurred by the presenter are due.

6. Course materials and information

6.1 Any course materials provided to delegates must not be copied or distributed to any other party without prior written permission.

6.2 We make every effort to ensure accuracy within our courses and printed materials. Tryst Training and our course presenters cannot accept any responsibility for errors contained within these materials - this includes course documentation, slides and brochures.

6.3 Information and guidance provided both during and after a course is based on best available information at the time of communication and does not constitute professional advice. Tryst Training do not take responsibility should you or your organisation act, or refrain to act, on any information provided during or after our courses. We always recommend taking professional advice if you are uncertain.

7. Personal data

7.1 Tryst Training monitors all website traffic but only to enable us to provide a functional website for our customers. We do not collect user details unless this is submitted by the user. We do not share that information with outside sources and we ensure this is kept confidential.

7.2 Any personal data supplied by the customer can be processed by Tryst Training on the legal bases and for the purposes set out in the Privacy Policy.

Nicky Rodgers

Director

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