



Via East Midlands - Booking Terms and Conditions

Invoicing & Payment

Invoices will be issued within 5 working days of you placing your booking and are payable within 30 days. Invoices will be sent on email and an invoice will still be provided if you have paid through debit/credit card.

Administration

Confirmation of your booking will be emailed to you immediately.

Joining instructions will be sent on email at least 5 working days prior to the course start date, unless you have booked on to a course within five working days of its start date, in which case they will be sent as soon as possible and in all cases prior to the course start date.

If you need to contact us about your booking, please email on highways.training@viaem.co.uk

Cancellation Policy

If a course is cancelled then the following fees will be applicable, dependent on the length of notice given:

- More than 20 days prior to the course start date = No fee
- 10 to 20 days (inclusive) prior to the course start date = 50% of the full course fee
- Less than 10 days prior to the course start date = 100% of the full course fee

Transfer Policy

If a delegate is transferred to an alternative course start date then the following fees will be applicable, dependent on the length of notice given:

- More than 20 days prior to the course start date = No fee
- 10 to 20 days (inclusive) prior to the course start date = £25 + VAT administration fee
- Less than 10 days prior to the course start date = 100% of the full course fee

Substitution Policy

Substitution of delegates will not attract a fee, provided notification of the change is received by the Via Training Team at least one working day in advance.