



R G Wilbrey Training - Booking Terms and Conditions

Confirming a Booking

Confirmation of your booking will be issued via email, upon clearance of your payment. A booking is not secure until payment has been made in full and confirmed by RG Wilbrey (Consultants) Limited. Full payment is required immediately for courses taking place in less than 10 working days.

Provisional Bookings

Provisional Bookings will be held for 10 working days, this will be confirmed by email. A reminder email will be sent out after 5 working days, if not confirmed. If the booking isn't confirmed in writing on the 10th working day an email will be sent informing the client that the date will be released by close of business on that day.

If a provisional booking is made within 10 working days of course commencement, RG Wilbrey (Consultants) Limited require confirmation of course booking, in writing 24 hours after initial course enquiry.

Joining Instructions

With confirmation of your booking, we will issue instructions detailing your participation on the training course, booking details, training course checklist and course program.

In-House Training

For any courses that are to be provided on the client's premises, it is the responsibility of the client to provide the following:

- A suitable training room, large enough for all attendees
- Lunch and refreshments (if applicable)
- A projector/screen, flipchart, and pens
- Toilet and washing facilities
- Any other resources identified and discussed at time of booking

The above items will be included on the Training Venue Checklist, which is issued to the client at course booking, to complete and return. You will receive a reminder email from us 10 working days prior to course commencement if we have not received the completed checklist. Please note, if this checklist is not completed

and emailed to Training@rgwilbrey.uk.com, within 5 working days of course commencement we reserve the right to cancel the course.

If courses are booked within 10 working days of commencement date, the Training Venue Checklist needs to be completed and emailed to Training@rgwilbrey.uk.com, within 24 hours of booking the course, if not we reserve the right to cancel the course.

Payment

Payment can be made via the methods stated below and must be received at least 10 working days prior to the course start date. An invoice will be issued for payment once the reservation has been confirmed. Receipt of payment confirms your acknowledgement and acceptance of all bookings Terms and Conditions.

Payment can be made by:

- BACS payment. Our bank details are as follows: Sort Code 20-97-78 Account Number 10735345 Account Name R G Wilbrey (Consultants) Limited IBAN GB16 BARC 2097 7810 7353 45 SWIFTBIC BARCGB22
- Payment may also be made by credit or debit card. Please telephone our Accounts Department to make payment via this method.
- Cheque payments should reach us 10 working days prior to the course date to ensure we are in receipt of cleared funds prior to the course. Cheques should be made payable to RG Wilbrey (Consultants) Limited and posted to Accounts Department, Aspen House, Great Brickkiln Street, Wolverhampton, WV3 0PT. Please enclose a copy of your invoice with your cheque payment.
- Payment may also be made by PayPal; please contact a member of our Accounts Department should you wish to make payment via this method.
- We do not accept payment by cash.

RG Wilbrey (Consultants) Limited reserves the right to refuse attendance where payment has not been received.

Certificates will only be issued when full payment of the invoice has been received.

All fees are subject to VAT at the prevailing rate.

Where client specific customisation is requested the fees for this work will be agreed and clearly specified beforehand in writing and payment should be made before commencement by us of such customisation.

If a client cancels where client specific content development work has taken place this work will be charged subject to the percentage of work completed and time

allocated to the project. This will be discussed on an individual basis with the client at the Conception Meeting and where required, refunds will be made accordingly.

Booking Cancellations by Client

All cancellations should be notified to RG Wilbrey (Consultants) Limited in writing or via email (Subject "Notice of Cancellation booking reference no: #####"). For the avoidance of doubt, the notice of cancellation will not be deemed an acceptable method of cancellation under the terms and conditions of this contract by any other method other than that stated above.

If full payment has been made, we may at our absolute discretion and availability, be able to defer the training course to another day. If, however, we are unable to do this, the following charges apply:

- 28+ working days prior to the course – no charge
- 15-28 working days prior to the course – 25% of the course costs and fees
- 8-14 working days prior to the course – 50% of the course costs and fees
- 1-7 working days prior to the course – 100% of the course costs and fees

Working days are Monday to Friday, 9am to 5pm, excluding bank holidays.

Where RG Wilbrey (Consultants) Limited incurs additional costs, such as travel expenses and hotel fees as a result of the cancellation, the client will be invoiced at a rate no more than our out-of-pocket expenses.

Booking Cancellations by RG Wilbrey (Consultants) Limited

R G Wilbrey (Consultants) Limited reserves the right to alter or cancel published dates and change venues (within a 10-mile radius of original venue), without liability. In the event of a cancellation where an alternative date or venue cannot be provided, monies received in respect of that course will be refunded in full by the same method as the original payment method.

Transfer Of Individuals on Courses

Only one transfer is permitted to an alternative training session. However, this option is only possible, where at least 10 working days' notice is given before course commencement. Please note that cancellations/transfers cannot be accepted over the phone and must be made in writing.

We will endeavour to process your request but if we are unable to do this due to circumstances beyond our control and the original delegate is unable to attend, cancellation fees will apply as stated. Any charges incurred by a 3rd party as a result of making the changes will be borne by you.

Candidate Substitution on Courses

Candidates may be substituted 24 hours prior to course commencement. Where the course is subject to Awarding Body registration requirements specific information will be provided with the course booking notification. Requests are to be sent by email quoting the booking reference number, original candidate name and replacement candidate name. Once the request has been actioned an amended confirmation email will be sent.

Intellectual Property

All intellectual property or materials supplied on RG Wilbrey (Consultants) Limited training courses is owned by RG Wilbrey (Consultants) Limited. Unauthorised distribution or reproduction is forbidden.

Delivery cannot be recorded in any way without the prior written consent of RG Wilbrey (Consultants) Limited. This request should be made to Training@rgwilbrey.uk.com at least 7 working days prior to the commencement of the course. There may be limitations imposed upon this recording and if permission is granted, you will be notified of these in writing at that time. Data Protection legislation provides certain reassurances to individuals and any recording may only be undertaken with the express permission of our Company. Written evidence should be provided to the Trainer BEFORE recording takes place. Any individual found in breach of any part of this condition will be removed from the course without reimbursement of any fees paid, regardless of the stage of training.

All information provided by RG Wilbrey (Consultants) Limited is given in best faith and RG Wilbrey (Consultants) Limited will not be held responsible for actions taken by the client, any other individual or organisation as a result of the information provided during the delivery.

Information is correct at the time of advertisement. However, alterations may occasionally be necessary due to circumstances beyond our control. RG Wilbrey (Consultants) Limited reserves the right to alter published programmes, trainers, fees, or venues without prior notice.

Health and Safety

RG Wilbrey (Consultants) Limited (or its representatives) and course attendees shall comply with all applicable health and safety legislation and codes of practice during training.

Behaviour

RG Wilbrey (Consultants) Limited expects delegates to behave in a polite and appropriate manner whilst attending courses. RG Wilbrey (Consultants) Limited (or its representatives) reserves the right to exclude attendees in the event of disruptive, abusive, or threatening or anti-social behaviour by an individual or group. In such an event, no refund will be due or made.

Delegates will be liable for the cost of repairs carried out as a result of any damage caused to any part of our venue or provider's property by the negligence, wilful act/default of any individual or item brought into the venue by the delegate or his/her guests. All electrical items plugged into our premises should have been PAT tested no longer than 11 months prior to the start of the course. The Company reserve the right to charge for all or any damage caused as a result of faulty equipment being used in our premises that have not been PAT tested in line with this term.

Force Majeure

RG Wilbrey (Consultants) Limited (or its representatives) will not be liable for any failure or delay or for the consequences of any failure or delay in providing training, if it is due to any force majeure event including acts of God, war, industrial disputes, protests, civil disturbance, accidents, epidemics, fire, flood, storm, tempest, explosion, acts of terrorism, national emergencies or any other cause beyond its reasonable control.

Contact us:

Address: RG Wilbrey (Consultants) Limited, Aspen House, Great Brickkiln Street, Wolverhampton, WV3 0PT

Telephone: 01902 420920

Email: info@rgwilbrey.uk.com