



4D Training — Terms and Conditions

On Receipt of Your Booking

4D Training will issue a letter of confirmation for all courses.

Where a contract is issued, the client must sign and return a hard copy to 4D Training within **14 days** of the contract date. If 4D Training does not receive a signed copy within that time, the booking will be deemed cancelled.

Acceptance of a booking creates liability for the relevant fee or cancellation fee and is subject to these standard terms and conditions.

4D Training will issue a VAT invoice by email or post. If it has not been received within **five days** of the training event taking place, the client should contact 4D Training.

4D Training reserves the right to alter course fees by giving **one month's written notice** before the change takes effect.

The fee includes, where appropriate, course materials, meetings, courier charges and trainers' travel expenses.

Cancellations

If you need to cancel

Cancellation fees are as follows:

Notice Given	Fee
21 working days or more before the course date	No fee
11 to 20 working days before the course date	50% of fee
10 or fewer working days before the course date	100% of fee

An alternative delegate may be substituted at any time **free of charge**.

A delegate transfer to another course, **once only**, will incur **no fee**. Any subsequent transfer on the same booking will be subject to the standard cancellation fees.

Non-attendance of any course for any reason is treated as a cancellation with no notice, and **payment is due in full**.

If 4D Training needs to cancel

4D Training endeavours to avoid cancelling events, but if a course becomes unviable for any reason, it reserves the right to cancel the training at its discretion.

Where possible, notice of cancellation will be given at least **five working days** before the agreed training date.

Although every effort will be made to reschedule a cancelled course, no guarantee can be made that this will be possible.

Course Information

Courses are designed and presented by specialists and, where appropriate, are intended to be participative. Delegate numbers are restricted to support discussion and interaction between delegates and the speaker.

Course outlines are intended as a guide only, since courses are regularly reviewed and updated to reflect developments where appropriate.

Course handout material is provided as an aid to learning and understanding and to reduce the need for extensive note-taking. It is available only to those booked onto the training and is not sold separately. No part of the handout material may be reproduced without permission.

Opinions expressed are those of the individual speakers and are not necessarily those of 4D Training.

Everyone attending a course is asked to complete a course evaluation form. These are regularly reviewed to help maintain quality.

4D Training reserves the right to alter or reschedule published programmes, timings, speakers, fees or venues without prior notice.

Maximum Delegate Numbers

Unless previously agreed with 4D Training, the maximum number of delegates attending is:

- **Insurance:** 12 delegates
- **Personal Development:** 12 delegates
- **Finance:** 12 delegates
- **IT training:** 8 delegates, and each delegate must have an individual computer to work on

If these numbers are exceeded without prior agreement, extra charges may be incurred.

Timings

One-day courses start at **09:30** and finish at approximately **16:30**, unless otherwise stated in the contract or agreed in advance.

Half-day training times are **09:30 to 12:30** or **13:30 to 16:30**, unless otherwise stated in the contract or agreed in advance.

Certificates of Attendance

Certificates of attendance are provided **only if specifically requested at the time of booking**.

Discounts and Special Offers

Discounts are available for multiple bookings, and special offers may be available from time to time.

Mailing List and Data Protection

Information provided at the time of booking is held on 4D Training's database and used to communicate future training information to the client and their organisation.

4D Training does **not** make the information in its database available to any other organisation for any purpose.

If you wish to be removed from the mailing list or would like your details updated, you must notify 4D Training in writing.

Trainers and Consultants

Clients are not permitted to contact any trainer or consultant introduced by 4D Training directly by any means, including verbal contact, email, telephone, fax or letter.

If direct contact is necessary to discuss specific training requirements, permission must first be granted by 4D Training by email.

4D Training shall indemnify the client and hold the client harmless against any claim by its staff, trainers, subcontractors or consultants relating to loss of or damage to their goods or property, or death or personal injury to such persons, except where the death or injury is caused directly by the negligence of the client.