



PTP Training & Marketing Limited - Booking Terms and Conditions

Programme Dates and Venues

PTP Training & Marketing Ltd reserves the right to alter or cancel published dates and change venues without liability. In the event of a cancellation where an alternative cannot be provided, monies received in respect of that course will be refunded in full.

Reservations

We can only guarantee to hold a reservation on a course which has been confirmed in writing either by post, fax, e-mail or web form submission.

Fees

Fees include full course documentation.

Certificates of attendance will be emailed post-course on receipt of feedback form within 14 days, usually much sooner.

Open course fees also include coffee on arrival, morning coffee, lunch, afternoon tea.

Delegate Substitution

Substitutions can be made at any time without incurring a penalty.

Payment

Payment can be made by cheque, credit/debit card or BACS, and must be received 14 days prior to attending the course.

Cancellations

The following charges apply:

- 30+ days before a course - £30.00 administration fee
- 14–30 days before a course - 50% of the course fee
- 7–14 days before a course - 75% of the course fee
- 0–7 days before a course - 100% of the course fee

Why do we charge cancellation fees?

Please note PTP specialises in providing training in small groups. We will run a course with as little as 2 delegates. This ensures that there is less chance of postponements and that our training is always highly tailored to the individual. It is because of this policy we have the above cancellation fees. If you rebook the same course, then you will only be liable for 50% of the above penalties, e.g. if you call to transfer a delegate 15 days before he/she is due to attend a course to a later course date, the penalty will be 25%.

Refund and Return Policy

If PTP is unable to deliver the training, we will of course refund any moneys received on the condition that the non-delivery was our fault and not due to the fact that a client who has been booked does not attend.