



Fencing & Construction Training Ltd — Booking and Cancellation Policy

Reservation: Provisional booking may be made by telephone, but must be confirmed in writing (letter or email within five working days).

Fees: All fees are payable in advance (unless a credit account is held) and no admission to the course will be permitted until payment is received. All fees quoted are correct at the time of publication but FaCT reserves the right to alter fees at any time. All fees are exclusive of VAT which must be paid in addition to the quoted fee, at invoice date, chargeable at the standard rate then in force.

Joining instructions: Joining instructions will be forward following receipt confirmation of booking is received. If joining instructions have not been received five days before the course, please telephone to make sure payment has been received. Delegates must adhere to the conditions stated on the joining instructions or may be refused admission.

Venues: Directions will be included with the joining instructions. Whilst FaCT will provide information about accommodation at local hotels, FaCT is not acting in the capacity of an agent for either the hotel or the client. Queries, cancellations and alterations of hotel bookings must be made directly with the hotel/agent concerned and delegates must settle your account in line with the hotel's terms.

Refreshments: Tea and coffee are provided throughout the day free of charge. Lunch is not included unless specified.

Course Literature: Printed course notes are included in the course fees unless specified. Course literature is copyright and may not be reproduced without permission.

Cancellations: FaCT reserves the right to cancel or alter the dates or provision of service, the venue and the individual or organisation providing the service. In the event of cancellation, the booking will normally be transferred to the next available course unless the client specifically requests otherwise. Where circumstances outside of FaCT's control result in cancellation, FaCT will not be liable for any consequential loss, i.e.: travel, accommodation or loss of production etc. If a booking is cancelled or transferred to a different course by the client the following fees will be payable:

Cancel course:

- 21+ working days before a course = 20% of the course fee

- 6-20 working days before a course = 60% of the course fee
- 1-5 working days before a course = 100% of the course fee

Transferring a course:

The following charges will apply if you wish to transfer your booking to a later course date:

- 21+ working days before a course = 10% of the course fee
- 6-20 working days before a course = 50% of the course fee
- 1-5 working days before a course = 100% of the course fee

The transfer option only relates to delegates who are transferring to a different date on the same course (excluding testing for H&S, CPCS and Functional Skills). The choice of course date must be specified at the time of transfer (else the instruction will be considered a cancellation). All outstanding invoices will remain due, irrespective of the number of working days given for cancellation.

Substitute delegates: You can transfer a place on a course to a substitute delegate free of charge. Substitution cannot be made for CPCS & H&S testing. Telephone cancellations can be accepted but must be confirmed in writing (by letter or email).

Non Attendance: If delegates fail to attend and have not given prior notice the course fee remains payable in full and is not transferable. If delegates from a funded programme do not attend the full commercial course fee will be charged.

Late arrivals: The trainer reserves the right to refuse entry to late arrivals if he/she feels the delegate will gain insufficient knowledge of skills in the remaining course duration.

Conduct: Delegates are expected to behave professionally at all times during the course. Delegates must fulfil the minimum requirements specified in the course. Failure to adhere to these pre-requisites will impact our ability to deliver the course effectively. Inexperienced, under-qualified, over experienced and overqualified delegates may attend courses but must realise that the benefits gained will be limited and that instructors cannot normally change course content and depth to suit these delegates, unless by prior arrangement. We reserve the right to stop a course and/or exclude delegates (without refund of fees) should delegates misbehave, cause interruption or if their qualifications and current experience are impacting our ability to deliver the course as originally intended.

Funded Training Provision: With all funding provision, the employer's contribution must be paid at sign-up. This is non-refundable and is used to cover enrolment, registration and set-up costs incurred by FaCT. If in the unlikely case an apprentice or learner withdraws, these fees are still due. In some situations, FaCT may be able

to substitute learners, but a charge will be made for this, and this will be dependent on the programme. Non-attendance and late arrivals to training will be subject to the terms above and additional fees may be charged.

Overdue accounts: Any overdue accounts will have a 5% per month credit charge added. No skills cards, certificates or information will be released until the account has been settled in full.