



Dynamic Training and Assessments Limited — Booking and Cancellation Policy

Course Correspondence and confirmation:

All correspondence regarding bookings will be sent to the named booker on the booking form.

Nothing will be sent to the individual delegates; it is the responsibility of the booker to pass all information onto the delegate.

Payment

Non-account customers will be invoiced on receipt of completed booking form and payment will be required immediately.

Customers with an account will be invoiced on receipt of completed booking form and payment will be required within 30 days from the date of the invoice.

Dynamic Training reserve the right to charge interest and compensation according to the Late Payment of Commercial Debts (Interest) Act 1998.

If payment is not received when due, Dynamic Training reserve the right to:

- Cancel the training
- Suspend the delivery of any other training course to you
- Delay the release of certificates
- Charge late payment fees

Cancellation Policy

Dynamic Training reserves the right to cancel or alter the dates or the location of services at any time. The customer will be offered alternative courses or a full refund.

Cancellations must be made to Dynamic Training via email or phone and email.

Where the customer cancels:

- More than 20 working days prior to the course date – no fee
- Between 20 working days and 10 working days inclusive – 50% fee
- Less than 10 working days – full course cost

Any delegate that fails to attend will be charged the full course cost.

Transfer Policy

Where the named candidate is transferred to an alternative date:

- More than 20 working days prior to the course date – no fee
- Between 20 working days and 10 working days inclusive – £25 administration fee plus VAT
- Less than 10 working days in advance – 100% of the new course fee payable

A name change can be provided free of charge, however, any costs incurred by Dynamic Training will be passed onto the customer.

Delegates

Delegates must act reasonably through the training. In instances, where delegates are behaving unreasonably, Dynamic Training reserves the right to remove a delegate and the invoice will remain fully payable.

Delegates are required to have a substantial understanding of written and spoken English and may be removed from the course if they are unable to demonstrate this.