



Core Skills Development Ltd— Booking and Cancellation Policy

1.0 General

These Terms and Conditions ("Terms") apply to all quotations, bookings and contracts for the supply of training and associated services ("Services") by Core Skills Development Ltd (the "Company") to any individual, firm or corporate body (the "Client").

No variation of these Terms shall be effective unless agreed in writing and signed by an authorised representative of the Company.

Any terms or conditions appearing on the Client's purchase order or other documentation shall be of no effect unless expressly agreed in writing by the Company.

By confirming a booking—whether by signed form, email, purchase order or other communication—the Client acknowledges that it has authority to do so and accepts these terms in full.

2.0 Definitions

- "Contract" means the agreement between the Company and the Client for provision of the Services, incorporating these Terms.
- "Delegate" means any individual attending the training, whether supplied by the Client or otherwise.
- "Booking Confirmation" means the Company's written acceptance of the Client's order.

3.0 Quotations & Acceptance

- All quotations are valid for 30 days from date of issue unless withdrawn earlier in writing.
- A Contract shall only arise once the Company issues a Booking Confirmation.
- The Company reserves the right to correct obvious errors or omissions in any quotation or Booking Confirmation.

4.0 Delegate Requirements

- Delegates must be suitably fit and qualified to undertake the course. Where training is of a practical nature, Delegates must attend with any specified personal protective equipment (PPE) in clean and working order.
- The Company may refuse to train any Delegate who appears under the influence of alcohol, drugs or whose fitness is in doubt; in such cases the Client remains liable for the full course fee.
- Delegates must arrive punctually in accordance with the Joining Instructions. Late arrivals may be refused entry at the trainer's discretion and charged in full.
- Any damage to equipment or premises caused by a Delegate's wilful misuse or negligence will be invoiced to the Client.

5.0 Client-Supplied Information

The Client shall provide, in a timely manner, all information and documentation the Company reasonably requires to supply the Services.

If such information is incomplete or inaccurate, the Company may suspend or cancel the Services and/or revise the price.

6.0 Prices & VAT

All prices quoted are exclusive of VAT (or other applicable sales tax), which shall be payable at the prevailing rate.

The Company reserves the right to amend prices in the event of changes to course content, location, or statutory charges between quotation and the course date.

7.0 Payment Terms

Unless otherwise agreed in writing, payment of the full course fee is due no later than 30 days from invoice date.

For Clients without a credit account, full payment must be received prior to commencement of the course.

Late payments attract interest at 4% per annum above the Bank of England base rate, accruing daily until payment in full.

No deduction or set-off by the Client is permitted against any amount due under these Terms.

8.0 Cancellation & Payment

All cancellations or requests to postpone must be received in writing.

- Cancellation more than 28 days before the course start date: no fee.
- Cancellation 14–28 days before the course start date: 50% of course fee.

- Cancellation less than 14 days before the course start date: 100% of course fee.

Substitutions of Delegates are permitted up to 7 days before the course, provided full details of the substitute are given.

If the Company postpones or cancels a course for reasons beyond its control, it will use reasonable endeavours to offer alternative dates.

The Company's liability is limited to rescheduling; it shall not be responsible for any Client-incurred costs.

9.0 Health & Safety

Where Services are delivered on the Client's premises, the Client must ensure a safe working environment and disclose all relevant hazards.

The Company may suspend or terminate the course if Health & Safety requirements are not met; cancellation charges as per clause 8.0 will apply.

10.0 Data Protection

The Company processes personal data in accordance with its Privacy Policy, available at our website.

Both parties shall comply with their respective obligations under the UK GDPR and Data Protection Act 2018.

11.0 Intellectual Property

- All course materials, handouts and intellectual property provided by the Company remain its sole property.
- No part of such materials may be reproduced, stored or transmitted without the Company's prior written consent.

12.0 Limitation of Liability

- The Company's total liability for any claim arising under or in connection with the Contract shall not exceed the fees paid by the Client for the relevant Services.
- In no event shall the Company be liable for any indirect, incidental or consequential loss, including loss of profit, revenue or business opportunity, even if advised of the possibility of such loss.
- Nothing in these Terms shall exclude or limit liability for death or personal injury caused by the Company's negligence.

13.0 Force Majeure

Neither party shall be liable for delay or failure to perform any obligation if caused by events beyond its reasonable control, including acts of God, war, terrorism, civil commotion, strikes, pandemics, fire, flood or government action.

14.0 Applicable Law & Jurisdiction

These Terms and the Contract shall be governed by and construed in accordance with English law. The courts of England and Wales shall have non-exclusive jurisdiction to settle any disputes arising under or in connection with them.