



Webb's Training Services - Booking Terms and Conditions

Acceptance of Webb's Training Services Terms and Conditions is confirmed by a signed booking form, an official Purchase Order, an order placed on our web site, or an e-mail requesting a booking. Please note that any personal data provided to us on booking will be processed in accordance with our Data Privacy Policy.

Fees

All course fees are payable before commencement of the course date, unless agreed otherwise. All fees are subject to VAT at the appropriate rate. Please note that no certification will be sent out until course fees have been paid

Cancellation And Substitution Fees

For open courses, once a firm course booking has been made, any cancellation or amendment request must be made in writing. The best way to achieve this is by emailing trainingteam@webbs-training.com. Cancellations will be charged at 50% of the course fee, unless the cancellation is made within 5 working days of the commencement of the course, in which case cancellation will be charged at 100% of the course fee. If Webb's Training Services have incurred other costs which cannot be cancelled (e.g. Hotels, freelance instructors etc.) these will be charged in full irrespective of when the course is cancelled. Substitute delegates will be accepted free of charge. If course documentation has already been sent to the client, it is the responsibility of the client to ensure that the replacement delegate receives this documentation. For bespoke courses arranged specifically for clients, cancellations will be charged at 100% of the course fee.

Training Course Pre-Requisites

It is the responsibility of the person or organisation making the booking to ensure that delegates meet any specified course pre-requisites.

Late Arrival Of Delegates

Every effort will be made to accommodate delegates who are slightly late for course start times for genuine reasons. In fairness to delegates who arrive on time, it is not possible to delay course start times for more than 30 minutes. If, in the opinion of the instructor, the late delegate has not missed much of the course and can make this up during the day, he will be allowed to join the course. If, in the opinion of the instructor, the delegate is not able to make up the missed work, he will not be allowed to join the course, and cancellation fees will apply.

Issue Of Certificates/ID Cards

Certificates will be sent out within seven days of completion of the course or receipt of payment of course fees, whichever is the later. The only exception to this is if delays are experienced in receipt of certification from governing bodies. If certificates/licences have not been received within three weeks of completion of the course/payment of fees, clients must contact Webbs to advise of this, otherwise a charge for replacements will be made. In the case of credit accounts Webbs Training Services reserve the right to withhold issue of all outstanding training certificates if the account is overdue, until such time as the account is fully settled.

Cancellation Of Courses By Webb's Training Services

Webbs Training Services reserve the right to cancel courses if insufficient candidates are available to make the running of the course viable. We shall do our utmost to avoid this wherever possible.