



Construction and Plant Training Services — Booking and Cancellation Policy

Course correspondence and confirmation:

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

No correspondence will be sent to the individual, therefore, responsibility lies with the booker to ensure all relevant information is passed on to the delegate/s.

Payment:

Non-account customers will be invoiced on receipt of completed, signed booking form and payment will be required no later than 14 days prior to course commencement date or the place on the course will be released for re-sale.

Account customers will be invoiced on or prior to course commencement day and payment will be required within agreed payment terms i.e. 30 days.

Payments can be made by Bank Transfer to the following Account:

Construction and Plant Training Services Ltd

Account Number: 03875180

Sort Code: 20-57-44

VAT Number: 359 0757 66

Please use your Booking Reference number as Payee reference

Missing or late payments:

Without prejudice to any of our other rights, if you fail to make any payment in full on the due date we may charge you interest (both before and after judgement) on the amount unpaid in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 as amended and supplemented by the Late Payment of Commercial Debts Regulations 2002 and/or suspend the supply of further Products and/or Services to you or any of your Associated Companies.

Cancellation Policy:

More than 20 working days prior to course commencement date – no fee

Between 20 working days and 10 working days inclusive – 50% fee

Less than 10 working days – full course cost

Transfer Policy:

To transfer a named delegate to an alternative date charges will be levied as follows:

More than 20 working days prior to course commencement date – no fee

Between 20 working days and 15 working days inclusive - £125 administration fee

Less than 15 working days – 100% of the new course fee payable

Substitutions:

Substitutions of delegates may be made with no fee but must be advised in advance so that course information can be amended