

# **TELFORD & WREKIN COUNCIL TRAINING SERVICES**

## **TERMS AND CONDITIONS**

### **Course Bookings**

Bookings can be made by via phone, email or online. All bookings are confirmed by Telford and Wrekin Training Services by email or post (if email is not available) which includes a copy of our Terms and Conditions.

### ***Telford & Wrekin Council Employees***

Cost codes must be provided at the time of booking and manager approval given before your place is confirmed.

### ***External Organisations***

Payment to be made in advance where possible. Invoices will be sent to the main contact for the booking and payment can be made by BACS, CASH or CHEQUES made payable to Telford & Wrekin Council (quoting the invoice number on the reverse). Cheques to be sent to: Telford Training Services, Telford and Wrekin Council, Wellington Civic Offices, PO Box 457, Telford TF2 2FH.

### ***Course Cancellations or Non-Attendance***

Cancellation charges will apply under the circumstances indicated below unless there are exceptional circumstances which will be determined by Telford & Wrekin Training Services.

All cancellations will only be accepted in writing (letter/email). All cancellation costs /refunds are based on the course place fee:

Less than 10 days prior to the course – 50% charge

Less than 24 hours notice – 100% charge

Non-attendance will be regarded as a cancellation less than 24 notice and 100% of the course fee will be charged.

Late attendance is not permitted. The trainer has the final decision on whether late arrivals can continue on the course. Should completion of the course not be possible due to late arrival, this will also be regarded as a cancellation less than 24 hours notice and the full course fee will be charged.

It is the participant's responsibility to ensure they meet the course criteria and have the necessary qualifications to complete the course. Failure to meet this requirement can result in the above cancellation charges applying.

Telford & Wrekin Training Services reserves the right to cancel a course due to low numbers, sickness, adverse weather conditions or any other unforeseen circumstances. Telford & Wrekin Council will give as much notice as possible and either offer an alternative date/ course or reimburse payment in full.

## **Group Bookings**

Group bookings can be made by phone, email or via the website. All bookings are confirmed by Telford & Wrekin Training Services by email or post (if email is not available) which includes a copy of our Terms and Conditions.

Payment is either by cost code (internal employees) or by invoice (external organisations) raised after the course, payable within 28 days of the invoice date.

For group bookings delivered on-site at the organisation's own venue, any associated costs must be paid for by the customer unless otherwise agreed in advance with Telford & Wrekin Training Services.

## **Certification**

Telford & Wrekin Training Services is an approved training centre for the Royal Life Saving Society or the Chartered Institute of Environmental Health.

All our courses are accredited through either the Royal Life Saving Society or the Chartered Institute of Environmental Health.

All certification with the awarding body is included in the course fee.

For further details about any of the above terms and conditions please contact Telford & Wrekin Training Services.