

Terms & Conditions

1. Quotations

- 1.1. Quotations are valid for 30 days unless otherwise stated in writing
- 1.2. Any quotations are not confirmation of a course booking
- 1.3. Quotations are exclusive of VAT unless otherwise stated
- 1.4. Quotations include the price of appropriate course materials for the number of learners stated
- 1.5. Quotations include examination fees for the number of learners stated for those awards that require OFQUAL registration
- 1.6. Quotations include certificates for the number of learners stated, these would be issued on successfully passing any examinations or demonstrating the required competences for their courses
- 1.7. Where the quotation is for an in-house course the fee is based on the course running at your premises unless otherwise stated
- 1.8. Where the course is an open course the fee will include a venue and break refreshments but excludes lunch unless otherwise stated.
- 1.9. Quotations will be based on information provided by the client.

2. Booking Your Course

- 2.1. On receipt of the clients' booking formⁱⁱ Good Skills Training will send the client a confirmation of the booking, with details on the venue if provided, dates, times, number of learners, fee and accounts detailsⁱⁱⁱ
- 2.2. Booking a course through the Good Skills Training web site does not guarantee the requested dates, this will be done in writing within 1 working day of Good Skills Training receiving the form.
- 2.3. If any information on the booking confirmation is not accurate it is the responsibility of the client to ensure that they inform Good Skills Training as quickly as possible
- 2.4. If the clients booking requires a Purchase Order Number this must be provided at the time of booking their course

3. Invoicing and Payment

- 3.1. An invoice for the clients course will be sent, by email, to the designated accounts contact for the client up to 6 weeks prior to the course commencement
- 3.2. Payment terms are strictly 30 days, unless:
- 3.3. The course start date is in less than 30 days, in which case payment will be immediately due
- 3.4. Otherwise agreed with Good Skills Training in writing
- 3.5. If paying by credit card payment is due immediately
- 3.6. In any case payment for courses is due before the course start date unless otherwise agreed in writing
- 3.7. Payment for courses can be made via:
- 3.8. BACS
- 3.9. Cheque
- 3.10. Credit Card
- 3.11. Any accounts queries should be made to accounts@goodskillstraining.co.uk



4. Pre-Course Correspondence

- 4.1. Any request for changes to the client's course must be made in writing^{iv}. This includes but is not limited to
 - 4.1.1. Change to course dates
 - 4.1.2. Change to course times
 - 4.1.3. Extra learners on the course
 - 4.1.4. Less learners on the course
 - 4.1.5. Change in course venue
 - 4.1.6. Change in course content
 - 4.1.7. Cancellation of course
- 4.2. Good Skills Training reserve the right to refuse a request
- 4.3. Where Good Skills Training can accommodate a request there may be additional charges applicable
- 4.4. One week prior to the course Good Skills Training will contact the designated booking contact to ensure that everything is still OK with regards to the course. If no response is received it will be taken that all details are as previously agreed.

5. Course Cancellation

- 5.1. If you cancel or rearrange your course for another date then the following terms apply:
 - 5.1.1. If 30 or more days' notice is given then no fee will be applied.
 - 5.1.2. If between 15 and 29 days' notice is given then a fee of 50% of the course fee will apply.
 - 5.1.3. If between 8 and 14 days' notice is given then a fee of 75% of the course fee will apply.
 - 5.1.4. If 7 or less days' notice is given then 100% of the course fee will apply.
- 5.2. In the unlikely event of Good Skills Training cancelling a course you have booked, and paid for, you will be entitled to a full refund or we will reschedule the course with a 10 % discount.

6. Extra Information Required

- 6.1. In the case of some of our courses such as first aid training some physical activity is required, and can be strenuous. It is the responsibility of the delegates to inform the trainer of any medical condition that they have which may be affected by exercise. It would also be helpful to inform us at the time of booking so that we can cater for your needs (If you have any concerns please contact us before booking).
- 6.2. In the case of First Aid we would request that appropriate clothing is worn for the practical elements of the course.
- 6.3. It is important that Good Skills Training are aware of any learning difficulties or language barriers delegates may have, so that we can make, where reasonably practicable, provision for these delegates.

ⁱ Client in this context could be the bookings contact or learner

ⁱⁱ Receipt of booking form includes official form, email confirmation or telephone confirmation.

ⁱⁱⁱ For new customers only

^{iv} Writing can include an email, fax or letter

