



# Terms and Conditions

## Checking Availability

Availability of courses can be checked by contacting Sally Baldwin on (020) 8429 3905 or by e-mail [enquiry@surviveandsave-training.org](mailto:enquiry@surviveandsave-training.org).

## Applications for Training Courses and Seminars

Applications/Bookings for all training courses and seminars can be made by post or online:

### Postal Bookings

Application forms are available from the back of the Training Brochure or from

[www.surviveandsave-training.org](http://www.surviveandsave-training.org)

Completed application forms should be sent to:

Mrs Sally Baldwin

Survive and Save Training Ltd

37 Lankers Drive

North Harrow

Middlesex HA2 7PA

### On-Line Bookings

On-line booking can be made from [www.surviveandsave-training.org](http://www.surviveandsave-training.org)

Note that bookings for all courses and seminars close approximately 2 weeks prior to the course date. Should you wish to book a place on a course at short notice it may be possible to accommodate your booking, subject to an administration charge.

## Payment

Payment must be made prior to commencement of any course or seminar by any of these methods:

**Cheque.** Cheques payable to Survive and Save Training Ltd should be enclosed with the application form.

**Credit/Debit Card.** Credit/Debit card payments can be made via the on-line booking facility. Please note that Amex Cards are not accepted.

**Invoice.** If a company is paying for the place a company purchase order must accompany the application for an invoice to be raised. Note that our payment terms are strictly 30 days on all invoices.

## Confirming your booking

Once your booking form and payment have been received availability of the course requested will be checked. If we are unable to offer you a place on the course of your choice we will contact you as soon as possible to offer alternative dates.

A confirmation will be sent approximately 10 days before the course is due to start with details and any specific requirements of the course involved. However we cannot assume responsibility that confirmations reach their intended destination. If confirmation of your course place has not been received within 1 week of the course date we recommend you contact us.



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### **Attendance at the course**

All candidates are required to attend for the full duration of the course as detailed in the course confirmation. To attain certification or take a final assessment as appropriate candidates are required to undertake and fully complete the requirements of the course syllabus.

### **Cancellations**

Survive and Save Training Ltd reserve the right to amend course details and notify you accordingly. In circumstances beyond our control, courses may be cancelled at short notice. In such cases we will do our utmost to provide alternative dates, if this is not possible all course fees will be refunded in full. Survive and Save Training Ltd cannot assume responsibility for any other costs that may be incurred.

### **Cancellations by you the client**

Any cancellation received less than one month before the course will be subject to a 50% cancellation fee. If received less than ten days before the course or in the case of non-attendance the full fee will be forfeit.

Approval Date: March 2012

Review Date: March 2013