



COURSE BOOKING TERMS & CONDITIONS

How to Book

Bookings can be made by telephone or e-mail to Chase Training Solutions Limited. To secure the booking, a deposit of 50 per cent of the course fee is required.

Payment of Balance

The balance of the course fee is due no later than 30 days prior to the commencement of the course in order to confirm the booking. In the absence of payment by this date the booking is considered cancelled.

Invoicing for deposits and balances can be submitted to organisations upon request.

Cancellations and Transfers

If having made a booking and you have paid either a deposit or the full course fee, you then wish to transfer to an alternative course, this must be done no less than 30 days prior to the start of the original course date and is subject to availability and numbers. Fees are still required to be paid in full no less than 30 days prior to the start of the original course date. Revised attendance has to be made within 6 months of the original course date. If having made a confirmed (fully paid) booking, you fail to attend the course, or choose to attend only part of it, no refund is payable.

Please note that if, for whatever reason, you have to drop out of the course once it has started, there will be no right to any refund, irrespective of circumstances; however, where the circumstances are extreme (for example serious illness), you will be offered a place on a later course, at an alternative date to take place within 6 months of the original course. In some cases, additional fees may apply.

- There is no charge for cancellations received 61 or more days before the start of the course and the deposit will be refunded in full.
- Cancellations received 31-60 days before the start of the course are subject to a cancellation fee of 100 per cent of the deposit.
- Cancellations received 15-30 days before the start of the course are subject to a cancellation fee of 75 per cent of the course fees.
- Cancellations received 0-14 days before the start of the course are subject to a cancellation fee of 100 per cent of the course fees.
- If the LEL3 assessment is taken after 12 months of the training course, the cost of assessment is £75.00 plus VAT.

Cancellation by Chase Training Solutions Limited

A course will run as advertised subject to there being a minimum number of delegates (fully paid) in place, failing which it will be cancelled. Courses may vary in the required number of delegates. We will, where possible, not cancel a course in these circumstances less than 14 days before it is scheduled to start.

Chase Training Solutions Limited also reserves the right to cancel any course, at any time, prior to commencement, due to other circumstances beyond our control which make it impossible for Chase Training Solutions Limited to operate to the planned schedule.

In either case, if a course is cancelled for which you have made a fully paid booking; you may transfer to an alternative date to take place within 6 months of the cancelled course. In these circumstances Chase Training Solutions Limited will take all reasonable steps to accommodate your wishes as to a suitable alternative. If after reasonable efforts by both you and Chase Training Solutions Limited it is not possible to agree a transfer of your booking, you may claim a full refund of the course fee.

