

JORE Training Course Booking Terms and Conditions and Cancellation Policy

Effective from 23rd September 2015. Please note these 'Terms and Conditions' may be subject to change without notice.

Booking

- For current course costs and dates, please refer to our website.
- Before booking onto a course or training, please ensure you have read the course content, to ensure the course will meet your training needs and that you are able to meet pre-requisites, where stated.
- If a course registration/booking form is completed by an individual other than the named candidate, it is the responsibility of the employer to ensure the candidate is suitable for the course and has the relevant experience.
- Upon receipt of your booking form, and payment has been received your place(s) will be confirmed.
- Important note: JORE Training's acceptance of your booking brings into existence a legally binding contract between us on these terms and conditions. Any term sought to be imposed by you in any purchase order or correspondence will not form part of the contract.

Purchase Orders

- Purchase orders may be accepted in lieu of payment at time of booking at JORE Trainings's sole discretion.
- Acceptance of purchase orders is subject to JORE Training's prior approval for credit terms.
- Purchase orders shall not be accepted from any customer at any time during which the customer's account is placed on "stop" due to default.

Invoicing and payment

- Course fees are payable upon booking unless a valid, authorised Purchase Order is provided and accepted.
- Invoices will be sent via e-mail to the e-mail address provided on the booking form and must be paid within 30 days of the invoice date or not later than 1 working day prior to the start of the course, whichever date occurs soonest.
- Payment must be made in pounds Sterling by cheque, credit/debit card or BACS.
- If any amount of payment is due to JORE Training under or in connection with these terms and conditions remains outstanding beyond the due date JORE Training may:
 - a. Charge interest on the overdue amount at the rate of 10% for the first week, 12% for the second week, 14% for the third week etc. A 2% increment will be added to each week the payment is overdue.

Course Attendance and Certification

- Candidates will receive booking instructions via email to the email address provided on the registration form.
- It is the responsibility of the individual completing the course registration/booking form to ensure booking instructions are received by the candidate. Instructions will be sent via email to the email address provided on the booking form.
- If the registration instructions are not received, it is the responsibility of the individual who completed the course registration/booking form to contact JORE Training to arrange for them to be reissued.
- Failure to attend the course will result in the full cost being incurred.
- JORE Training will send all correspondence primarily via email to the email address provided on the registration/booking form. If alternative details are received after the booking form has been submitted, they will supersede the original details and all future correspondence will be sent to the new address.

- No certificate(s) shall be issued whilst there is an outstanding balance (including interest on overdue balances) due to JORE Training.
- It may be necessary, for reasons beyond the control of JORE Training, to change the content and timing of the programme, the date, the venue or the tutor.

Cancellations and Amendments

- All requests for cancellations and/or transfers must be received in writing, e-mail is acceptable.
- Changes will become effective on the date of written confirmation being received.
- The appropriate cancellation charge will apply based on the cost of your booking, as shown below.

*excluding extenuating circumstances which will be charged at JORE Training's discretion.

Calendar days notice before the start date of the course

Refund applicable

- 21 calendar days or more
(Full refund minus a £30.00 administration fee)
- Between 20 and 7 calendar days (inclusive)
(50% refund minus a £30.00 administration fee)
- Between 1 and 6 calendar days (inclusive)
No refund will be given

Failure to attend

- Will be treated as late cancellation and so no refund will be given.
- In the event of an individual named on the booking form cannot attend, we will accept substitution of another delegate on the condition that written notification of the substitution has been received by us prior to the course date and an administration fee of £10.00 has been paid.
- If the individual named on the booking form is unable to attend, and cannot or does not wish to transfer their place to another candidate, a percentage of the fee paid may be accepted as payment towards a place on the same or another course that takes place within 6 months following the originally booked event.
- The amount of the course fee transferred is displayed below.

Calendar days notice before the start date of the course

Fee to transfer to a new course

- 21 calendar days or more
£30 administration fee only

Between 20 and 7 calendar days (inclusive)
50% of registration fee

Between 1 and 6 calendar days (inclusive)
No transfer available. No refund given.

Failure to attend

- Treated as late cancellation and no fee will be transferred
- Delegates are only permitted to one course transfer or substitution per booking. After this the full fee will be charged.
- In the event of there being insufficient numbers booked onto a course JORE Training reserves the right to cancel or postpone the course.
- In the event of cancellation of a course by JORE Training, we will endeavour to inform all participants a week before the course is due to take place, although please be aware that this is

not always possible. All course fees paid will be reimbursed in full, or the payment will be transferred in full to another JORE Training course.

- JORE Training shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.

Course Provisions

- Accommodation and travel are the responsibility of the candidate.
- Teas and coffees are provided on all full day courses unless otherwise stated. The cost is included in the price quoted. Any special dietary requirements need to be notified in writing to JORE Training in advance of the course commencing.

Extreme Circumstances

- If you are unable to attend any of the course due to extreme circumstances you must inform JORE Training in writing, e-mail is acceptable.
- If you were unable to attend due to illness you must provide evidence in the form of a doctor's note.

Force Majeure

- JORE Training shall not be liable to refund of fees or for any other penalty should courses be cancelled due to war, fire, strike, lock-out, industrial action, tempest, accident, civil disturbance or any other cause whatsoever beyond their control.

Signed: R.Meller

Director: Rachael Meller

Policy Written: October 2015

Policy Review Date: October 2015