**Terms and Conditions**

**Introduction**

These Terms and Conditions govern participation in training courses provided by Glanville Training Academy. By booking or attending any training course, you agree to these terms.

**Bookings**

All fees must be paid on receipt of invoice or in strict accordance with payment terms for account customers.

A booking is confirmed only once payment has been received (or a purchase order is issued, where applicable)

We reserve the right to refuse admission if payment has not been received.

**Transfer Charges**

If you wish to transfer any courses or services after booking, there will be a £25 administration charge.

**Cancellation/Non-Attendance Charges**

If you wish to cancel any course or service, the following charges will apply for each cancellation processed:

**CANCELLATION/NON-ATTENDANCE CHARGES – All courses except Deep Ex Courses**

The following reduced charges will be applied for the cancellation of any course or service:

|  |  |
| --- | --- |
| **Notice Period** | **Fees** |
| 5 or less working days | **Full fee payable** |
| 6 to 15 working inclusive | **40% course/service fee payable**  |
| 16 to 20 working days inclusive | **15% course/service fee payable** |
| 21 working days or more | **No charge** |

**CANCELLATION/NON-ATTENDANCE CHARGES - Deep Ex Courses**

Due to the nature of the Deep Ex course, it is necessary to increase the amount payable at the set notice periods:

|  |  |
| --- | --- |
| **Notice Period** | **Fees** |
| 5 or less working days | **Full fee payable** |
| 6 to 15 working inclusive | **50% course/service fee payable**  |
| 16 to 20 working days inclusive | **25% course/service fee payable** |
| 21 working days or more | **No charge** |

**CANCELLATION/NON-ATTENDANCE CHARGES – Corporate/Private Course Bookings**

Where a company has booked a dedicated/private course for its staff:

|  |  |
| --- | --- |
| **Notice Period** | **Fees** |
| 14 or less working days | **Full fee payable** |
| 15 to 20 working inclusive | **50% course/service fee payable**  |
| 21 to 28 working days inclusive | **25% course/service fee payable** |
| 29 working days or more | **No charge** |

This policy reflects the costs of trainer commitments, venue reservations, preparation, and the loss of business resulting from releasing the course date.

**Change to our Cancellation of Courses or Services**

Course contents, prices and dates are correct at the time of publication. From time to time it may be necessary, for reasons beyond our control, to change the content, timing or price of a course. In cases where it is inadvisable to go ahead with the planned training / consultancy service (e.g. due to weather / flood warnings being issued), every effort will be made by Glanville Training Academy to provide advance notification of any such cancellation. In the event of a course or service being cancelled, clients will be offered an alternative date, credit note or full refund.

**Delegate Responsibilities**

Participants must arrive on time and attend all scheduled sessions. Inappropriate behaviour may result in removal from the course without refund.

**Intellectual Property**

All course materials are owned by Glanville Training Academy unless otherwise stated. Materials may not be copied, distributed, or reproduced without prior written permission.

**Liability**

Glanville Training Academy is not liable for any loss of income, profit, or business arising from attending (or being unable to attend) a course.

**Certification**

Certification will be processed upon course completion and receipt of full payment.

**Data Protection & Privacy**

Personal data will be processed in line with our Privacy Policy.

**Payment Options**

All invoices will be raised following confirmation of booking. All fees must be paid on receipt of invoice or in strict accordance with payment terms for account customers. Please allow enough time for payment to reach us before the due date.

**How to Pay**

1. By BACS transfer Payment can be made direct to **Glanville Training Academy Limited** by BACS transfer using the following account details Bank: **HSBC sort code 40-27-15 Account Number 95786541**

2. By Post, please make cheques payable to **Glanville Training Academy Limited**

3. By Credit or Debit Card

Glanville Training Academy can accept payment by Credit or Debit card. Please contact our account team on **01752 690 400** where a member of our team will be happy to take the payment over the telephone or provide you with a copy of our booking form.

Once payment has been taken, you will receive confirmation of the transaction by email.

**Invoice / Account queries -** Any queries relating to invoices should be raised within 7 days by contacting our accounts team. Customers wishing to be considered for account terms should contact the accounts team. Accounts Team Contact Details **01752 690 400** or accounts@glanvilleltd.co.uk