



## **Greenway Training's Terms and Conditions of Booking and Cancellation Arrangements**

### **Contract of Sale**

1. Completion of the booking process and acceptance of our terms and conditions forms your contract with Greenway Training.
2. We will send an acknowledgement of your enrolment and your invoice within 5 working days of your booking.
3. Confirmations (Course joining instructions) will be sent out a minimum of 10 working days prior to course start unless booking made within that time, in which case we will endeavour to get instructions to clients ASAP.

### **Payment**

1. Payment of the full course fees must be made in advance and should be made at the time of placing a booking unless we have received employer's authorisation.
2. Where payment is being made by an employer, and authorisation is received, then we can issue an invoice for payment. Invoices must be settled within 14 days of the invoice date or in advance of the training course, whichever is earlier. The employer is fully responsible for the payment of fees due in all circumstances including termination of employment or cancellation of course.
3. Under the Late Payment of Commercial Debts (Interest) Act 1998 Greenway Training reserves the right to charge interest on accounts overdue (such interest will accrue monthly at a rate of 8% above the Bank of England rate).

### **Cancellation**

1. Cancellations must be made in advance giving the following notice.
  - a. Courses up to £500 cancellations received at least 14 days of the start date.
  - b. Courses over £500 cancellations received at least 28 days of the start date.
2. Failure to notify Greenway Training within the set period will result in a charge of the full fee. Greenway Training reserves the right to use its discretion for making refunds in all instances
3. If the delegate fails to attend the course the full course fees are payable.
4. Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 ("Consumer Contracts Regulations"), you may cancel your purchase of a course within a period of 14 working days beginning on the day after we send your booking confirmation. However, there is no right of cancellation where the course begins within this fourteen day period.

### **Transfer**

1. Greenway Training reserves the right to use its discretion as to whether courses are transferable between delegates.
2. Requests to transfer to an alternative course or date are subject to the discretion of the Greenway Training. Transfers may be considered up to 28 days before the course start date. A booking can only be transferred on one occasion. Requests for subsequent transfers will be treated as cancellations.

### **Data Protection**

Any personal information you give to us will be processed in accordance with the General Data Protection Regulation. We will use the information to process your booking, to provide the course and to inform you about similar courses which we provide, unless you tell us that you do not want to receive this information. Any personal data you provide may be held on computer files.