

## General

Payment terms are 14 days from invoice date, but payment must be received before a course begins. Materials and log in details (if relevant) will not be issued until payment is received. Simpson & Co reserves the right to refuse admittance to the course until payment is received.

Simpson & Co reserves the right to cancel or alter the dates or provision of service, the venue and the individual or organisation providing the service if we are unable to reasonably provide a classroom environment. In the event of a course cancellation, bookings will normally be deferred to the next available course at the same venue unless the client specifically requests otherwise. If a booking is cancelled or deferred by the client, Simpson & Co reserves the right to apply the below charges. These charges also apply to in-house training courses or consultancy services cancelled or deferred by the client.

More than 2 weeks' notice no charge	Between 1 and 2 weeks' notice 50% of costs	Less than 1 weeks' notice 100% of costs
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In addition, Simpson & Co reserves the right to charge a £30 administration fee for each cancellation/deferral. Telephone cancellations/deferrals can be accepted but have to be received 7 days prior to course commencement and should be confirmed immediately in writing (by post, fax or email). For cancellations/deferrals within 7 days preceding the course commencement date, Simpson & Co reserve the right to pass on any such delegate fees that they incurred for each day of the course deferral.

Provisional bookings are not permitted. Bookings are confirmed once submitted and subject to cancellation terms above.

Fees quoted are correct at time of publication, but Simpson & Co reserves the right to alter fees at any time.

These terms shall be governed by and construed in accordance with the laws of England and shall be subject to the exclusive jurisdiction of the English court.

## Classroom Courses

Whilst we will try to maintain ideal numbers of delegates to tutors, this is not always possible. The final decision on number of delegates per course is made by Simpson & Co.

Simpson & Co reserves the right to deliver a course by using one or multiple trainers. Whilst the same trainer will always be used where possible, this is not always practical.

Course materials are kept under continuous review via rigorous quality procedures. Simpson & Co cannot be held responsible for any omissions or errors in the course materials.

Simpson & Co cannot be held responsible for unforeseen circumstances (including acts of God) that affect the running/delivery of a course. We will endeavour to work with our clients to resolve any such matter to the best of our ability.

Car parking charges may vary from those listed on the Simpson & Co website or joining instructions. Simpson & Co is not liable for any such charges.

Whilst Simpson & Co does its best to keep venues as listed on the website, Simpson & Co reserves the right to change the venue at any time. Delegates will be notified of any changes to the course venue.

## E-Learning Training Courses

Invoices will be issued immediately on receipt of booking forms.

Login details and access to E-Learning courses are supplied only on payment of invoice.

No refunds or cancellations can be offered once login and access details have been provided.

## In-House Training

For any courses that are to be provided on client's premises, it is the responsibility of the client to provide the following:

- A suitable training room, large enough for all attendees
- Lunch and refreshments (if applicable)

- A suitable TV with HDMI cable. Alternatively, a projector, flipchart, and pens
- Toilet and washing facilities