

## **Switch Training – Terms and Conditions**

1. Full payment for enrolments or for private courses should be received by Switch Training before the start of the course. Switch Training reserve the right to refuse admission to the course where payment has not been received.
2. Enrolments are transferable to another delegate. In such cases Switch Training should be informed of the change before the start of the course.
3. Course enrolments or private courses may be cancelled up to 14 days prior to the start of the course with no fee payable.
4. Cancellations made between 13 and 7 days prior to the course start will incur a charge of 50% of the full fee.
5. For cancellations received less than 7 days before the course start date the full fee will be due.
6. All cancellations must be made in writing to Switch Training.
7. If a delegate fails to attend a course without having previously cancelled their enrolment the full fee is payable.
8. In the context of cancellations or non-attendance the full fee is the full enrolment fee due to Switch Training, including any subsidies which might have been obtainable from third parties had the delegate attended the course.
9. No refund will be given for delegates who fail to complete the course or who do not achieve the required standard.
10. Switch Training reserve the right to cancel any course or to change its dates or venue. In the event of a course being cancelled by Switch Training a full refund of any fees paid will be given. If a delegate is unable to attend due to changes made by Switch Training to venue or dates, a full refund of any fees paid for that delegate will be made. No further compensation will be given.
11. Switch Training reserve the right to withhold any certificates due to delegates until full payment has been received.
12. For private courses held at a venue or premises arranged by the customer, the facilities provided must meet the requirements agreed between Switch Training and the Customer. In the event of this not being so, Switch Training reserve the right to refuse to provide the training. In such cases the payment for the course will still be due.
13. Interest on overdue invoices may be charged at the discretion of Switch Training at the Bank of England Base rate plus 8% until full payment is received. The customer will be liable for any reasonable costs incurred by Switch Training in recovering the debt pursuant to the Late Payment of Commercial Debts (Interest) Act 1998.

