

TERMS AND CONDITIONS

RESERVATIONS

Once a booking has been placed by the client and accepted by Key Training, written confirmation of the booking will be issued to the client along with details of the event. An invoice covering the event fee will follow.

FEE

The programme fee includes all learning materials, whether electronic for IT programmes or a hard copy workbook for Professional Development or Project Management. The fee for room hire events includes the use of the facilities and services available at the selected venue. Key Training reserves the right to review prices as and when necessary.

PAYMENT

Payment in full is required within 30 days from invoice date. Pre-Payments Contracts and some Third-Party Bookings must be paid in full prior to the commencement of any training.

Payment may be made by BACS, bank transfer or credit card, excluding American Express.

In the event of late payment, we reserve our statutory right to charge interest at a rate of 4% above National Westminster Bank base rate from the due date of payment until date of receipt.

CANCELLATIONS & TRANSFERS

To cancel or transfer a booked event, we require written notice prior to the commencement of the event. Please see below for our cancellation & transfer policy.

Cancellation Terms for all Learning and Development Programmes and Room Hire Events:

0-10 working days' notice.....	100% fee payable
11-20 working days' notice.....	50% of fee payable
21-28 working days' notice.....	25% of fee payable

Transfer Terms for all Learning and Development Programmes and Room Hire Events:

0-10 working days' notice.....	100% fee payable
11+ working days' notice.....	£50 transfer fee
11+ working days' notice - pre-payment vouchers only.,	£0

KEY TRAINING reserves the right to transfer or cancel an event at any time without liability. In these circumstances, clients will be offered an alternative date, a credit note, or a full refund.

For all courses that require pre-work, it is the responsibility of the client to ensure the substituted delegate is in receipt of this before attending.

DELEGATE SUBSTITUTIONS

Delegate substitutions can be made at any time free of charge.

PROGRAMME SUITABILITY

It is the client's responsibility to refer to KEY TRAINING's range of learning programmes, prior to booking, to ensure that the selected programme meets the criteria required by attending delegates. KEY TRAINING will provide a professional programme with care and skill but accepts no liability in the event that the selected programme is unsuitable for delegate requirements.

PRE-PAYMENT CONTRACTS

The standard KEY TRAINING Pre-Payment contract has a validity of 12 months and the full amount of training must be utilised within this period. KEY TRAINING will not be obliged to honour unutilised entitlement that is over 12 months old. A contract will be issued for each Pre-Payment confirming the purchase order value and cannot be cancelled by the purchaser after the contract commencement date. Standard transfer and cancellation terms will apply to all training purchased on a Pre-Payment within the term of the contract period.

Payment will be due immediately upon receipt of invoice and must be paid in full before the commencement of any training.

THIRD PARTY BOOKINGS

Any third-party bookings placed with KEY TRAINING are subject to the third party provider's terms and conditions and can be made available upon request.

COPYRIGHT

It is acknowledged that all copyright, patents, design and other intellectual property rights in or relating to any programme materials provided or made available in connection with the programme, remain the sole property of KEY TRAINING or its licensors and no copies may be made of programme materials unless expressly agreed in writing by KEY TRAINING.

SECURITY/HEALTH & SAFETY

All delegates will be expected to abide by any site security and health and safety measures operating at the programme location.

ON-SITE PROGRAMMES

Where a programme is provided as a dedicated programme at a client's site, the following additional terms and conditions will apply.

The availability, content and venue of an on-site programme will be as agreed with KEY TRAINING and such relevant resources and facilities will be provided at the client's expense, in accordance with KEY TRAINING's stated minimum requirements for the programme, as communicated on or before the time of booking.

The client will take all reasonable steps to safeguard the personnel or representatives of KEY TRAINING when on client premises as well as any property brought on such premises for the purpose of providing the programme.



CHANGES TO PROGRAMME CONTENT

KEY TRAINING's learning programmes are regularly updated and improved to maintain continuous development. KEY TRAINING reserves the right to change the programme content without prior notice. Please refer to www.keytraining.co.uk for the most current overviews.

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The terms and conditions set out herein represent a complete statement of the agreement between the parties and supersede any previous issue.