



## Terms and Conditions

### Delegate Course Information

Delegate Course Information will be sent approximately 3-4 weeks before the course start date. If you have not received these within 7 working days before the course start date, please contact us

### Examinations

Where examinations are included as part of the course, no refunds on the registration fees can be given once the delegates have been registered with the awarding body

### Cancellations

Allstar Training reserves the right to cancel or change dates on any given course. If a confirmed booking is cancelled by the client, the following fees apply:

- Cancellation more than four calendar weeks before the start date of the course – no charge
- Cancellation more than two calendar weeks before the start date of the course – 50% of course fee
- Cancellation less than two calendar weeks before the start date of the course – 100% of course fee

### Transfers

- Transfer to a different course date more than two calendar weeks before start date of booked course – £50 admin fee plus any additional charges incurred by Allstar Training
- Transfer to a different course date less than two calendar weeks before start date of booked course – 50% of course fee
- Transfer to a different course less than one calendar week before the start date of booked course – 100% of course fee

A substitute delegate may be nominated at any time before the course start date, at no extra charge provided that:-

- The new delegate is attending exactly the same course and dates
- Allstar Training is notified of the replacement delegate's name and contact details as soon as possible
- Any pre-course information already received is passed on to the replacement delegate by the original delegate

### Payment Terms

- All invoices are to be settled, in full, within 30 days or before the training course commences.
- Payments can be made by cheque or BACS payment, quoting the invoice number as reference.
- All new customers will be invoiced pro-forma.
- Certificates will not be sent out until full payment is received.
- Interest may be charged on overdue accounts, under the terms of the Late Payment of Commercial Debt Regulations 2018.
- Please advise prior to booking if you wish to request different payment terms.