



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.

Accredited Courses

On all accredited courses, no refunds will be given for registration fees once the delegate has 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 – £50 admin fee
- 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 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.
- 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.