



# Terms & Conditions of Booking

**We reserve the right to cancel or reschedule any of our courses.** Where it is necessary to cancel or reschedule any courses, you will be informed at the first available opportunity and delegates will be rescheduled as a priority to the next available course(s). We do not accept any responsibility for certificates expiring as a result of a cancelled course.

## Payment

Full payment is required prior to the course start date. We reserve the right to withhold certificates until full payment has been cleared. Individual consumers are required to make payment at the time of booking.

## Cancellations

The full course fee will be charged for cancellations made fewer than 10 working days before the course start date. Cancellations can be received either by phone (0208 327 3800) or email ( [info@keits.co.uk](mailto:info@keits.co.uk) ). This applies to both scheduled courses and group bookings.

## Substitutions

Substitutions will be accepted provided that the request is received 7 working days before the course start date either by phone (0208 327 3800) or email ( [info@keits.co.uk](mailto:info@keits.co.uk) ). If the original candidate has already been registered with the awarding body, registration costs will still be payable.

## Course prices

All our prices are subject to VAT at the prevailing rate.

## Course timing and joining instructions

Good time keeping throughout the course is essential. We will issue full joining instructions to the booker, for delegates attending the course, which includes information regarding the start time of the course. If the booker does not receive the joining instructions, it is their responsibility to contact us either by phone (0208 327 3800) or email ( [info@keits.co.uk](mailto:info@keits.co.uk) ) to arrange for them to be re-sent.

Failure to attend the course due to not receiving joining instructions will result in the full cost of the course being charged. It is the responsibility of the booker to ensure that the delegate is fully briefed and made aware of these instructions and all course requirements before attending the course.

## Attendance

Delegates must attend and complete all aspects of the course to qualify for certification. The full cost of the course will be charged for delegate(s) who arrive late or are absent from all or part of the course. This applies even if they are refused admittance due to lateness.