



## Terms and Conditions

In the following terms and conditions, "Delegate" means individual booking a training course facilitated by KingshillCad and refers to the person attending the course or his employer if the course has been booked by his employer.

"Written confirmation" may also mean "emailed confirmation".

"Working Days" means Monday to Friday inclusive and does not include Saturdays or Sundays or national holidays.

### 1) Booking

A course will be considered to be booked once the following has occurred:

Costs have been agreed between KingshillCad and the delegate.

The Delegate has placed a written or verbal order.

Dates and times for each session have been agreed by both parties and confirmed by the KingshillCad.

**All bookings require the provision of an invoice address, delegate telephone number and email address.**

### 2) Payment Terms

**Payment must be received by KingshillCad at least 10 working days prior to the start of the course.** Courses for which payment has not been received by this time are at risk of being cancelled by KingshillCad.

### 3) Cancellation

If a course is cancelled by the delegate five or more working days prior to the start of the course a complete refund of any fees paid will be made. Where fees are due this will be waived. To ensure clarity in the interpretation of this condition: a course due to start on a Monday must be cancelled on the previous Monday or earlier to avoid penalty.

If the cancellation period is four working days or less ("short notice") a fee will be due for the lost session at a pro-rata basis ie one third of the full cost for a three-session course.

Cancellation after the start of the course will incur a charge equal to a minimum of one additional session in addition to the session(s) already taken. For a three session course, cancellation after session 1 will incur a charge equal to two sessions and if the third session is cancelled the delegate will be liable for the full cost.

Punctual time keeping from the delegate is expected. Late arrival may result in a cut back in course content or in the event of arrivals more than 1 hour later than the agreed start time (without reasons acceptable to KingshillCad) will result in the session deemed to be cancelled and may require re-booking and payment of an additional fee.

### 4) Postponement

If a delegate postpones a session KingshillCad will endeavour to rebook at the earliest available date. Payment terms will apply according to the original arrangement. If a session is postponed within five working days without a reason regarded as valid by KingshillCad, that session will be charged.

### 5) No show

If a delegate fails to attend a training session without a reason considered to be valid by KingshillCad that session will be charged.

### 6) Cancellation or Postponement by KingshillCad

In the event that KingshillCad unavoidably needs to cancel a course all fees will be waived, including fees for sessions already taken as part of the cancelled course.

If KingshillCad postpones a session every attempt will be made to offer suitable alternative dates. If agreement cannot be reached regarding alternative dates, the delegate or his employer will only be liable for the cost of sessions already taken.

KingshillCad will not be liable for any further compensation.

### 7) Course Materials

Terms and conditions for the provision of printed and software-based material are included in the relevant documentation.