

Course Bookings

Individual bookings can be made via our website or by phone and group bookings can be made by phone or email. All bookings are confirmed by email or post which includes a copy of our Terms and Conditions.

No provisional booking will be taken.

It is the participant's responsibility to ensure they meet the course pre-requisites. Failure to meet these requirements will result in the cancellation charges applying.

Payment

Payment must be made in advance by credit or debit card. In exceptional circumstances customers can be invoiced, if the date of the course is more than 30 days away.

For group bookings delivered on-site at the organisation's own venue, any associated costs must be paid for by the customer unless otherwise agreed in advance with Telford & Wrekin Training Services.

Please be advised that the delegate will be responsible for any additional costs that the delegate may incur e.g. car parking charges.

Course Cancellations and charges/refunds

All cancellations will only be accepted in writing (letter/email). If you are unable to attend we would encourage you to send a colleague in your place.

Cancellation must be made at least 10 working days before the course date or the full cost will be incurred, without exception.

Depending on the value of course booking, you may wish to take out personal cancellation insurance.

Telford & Wrekin Training Services reserves the right to cancel a course due to low numbers, sickness, adverse weather conditions or any other unforeseen circumstances. Telford & Wrekin Training Services will notify customers as soon as possible and either offer an alternative date/course or reimburse payment in full.

Late or None-Attendance

Late attendance is not permitted. The trainer has the final decision on whether late arrivals can continue on the course. Should completion of the course not be possible due to late arrival, this will also be regarded as a cancellation and the full course fee will be charged.

Non-attendance will be regarded as a cancellation and 100% of the course fee will be charged.

Certification

All certification for courses with awarding bodies is included in the course fee. You will receive your certificate within 28 days by post.