



Booking, Payment and Cancellation Policy

BOOKING & PAYMENTS

All bookings must be confirmed by making a deposit payment. Spaces can be held provisionally without payment but will be released again for sale if payment of deposit is not received within 24 hours of us accepting the booking.

Bookings can be confirmed by paying a deposit of 25% of the course value but the remaining balance must be received by C&P Training Services Ltd within 7 working days before the course commencement date. If the balance payment is not received within this period, then the booking may be cancelled and the deposit payment will be retained.

Bookings for Compex 09-10 Water Utilities have to be made at least 3 weeks prior to the start date. This is due to an element of pre-learning work to be completed prior to attending the course.

We accept the following forms of payment:

- Cash
- Cheque
- BACS Transfer

In very exceptional circumstances only, e.g. bookings taken within 24 hours of course commencement, you may pay for your course on arrival at the course location.

BUSINESS CUSTOMER BOOKINGS

Business customers who have passed a satisfactory credit assessment and have provided all necessary credit account application documentation and who have been notified in writing by C&P Training Services Ltd that their credit account application has been successful can pay on standard open account credit terms with payment due 30 days from the date of invoice. All credit account bookings must be made with a valid purchase order and any bookings made without receipt of a valid purchase order by C&P Training Services Ltd may result in any delegate booked being unable to complete the course and/or receive their course certificate(s).

Non-payment of invoices may result in C&P Training Services Ltd withholding any course certificate(s) until payment is received in full.

C&P TRAINING SERVICES LTD CANCELLATION POLICY

Course cancellations require a minimum of 7 working days' notice prior to the course start date in order to receive a full refund. Cancellations can be made initially by telephone but must be confirmed in writing.





Complex 09-10 Water Utilities bookings require a minimum of 10 working days' notice due to additional registration requirements from the Awarding Body.

For course cancellations that occur between 3 to 7 working days prior to the course start date, C&P Training Services Ltd will allow the booking to be amended to an alternative date or time within a 3-month period of the original course start date at no additional charge. Once a course has been amended from its original date any subsequent amendments will be subject to an additional administrative charge which will be advised at the time of booking. If an alternative date cannot be agreed then C&P Training Services Ltd reserves the right but not the obligation to charge 50% of the course fee at its discretion.

Substitute delegates may be accepted with prior notice but note that this is subject to Awarding Body registration criteria i.e. we cannot guarantee that a proposed substitute will be accepted.

Additionally, any substitute candidates requested for the Complex 09-10 Water Utilities bookings, if accepted, will incur an additional candidate registration fee equal to 25% of the booking fee.

For course cancellations that occur within 2 working days of the course start date, no refund or date changes will be permitted unless otherwise agreed in writing.

No refunds or alternative dates will be offered for non-attendance of delegates on any course which has been properly booked. Exceptional circumstances may be considered entirely at the discretion of C&P Training Services Ltd.

C&P Training Services Ltd reserve the right to cancel any course booked for reasons of insufficient numbers of Delegates, illness of course tutor and unexpected events beyond our control. In such instances we will offer you an alternative date or if that is not satisfactory, then any monies received will be refunded in full but we will not be liable for any loss or additional expense to the customer arising out of such cancellation.

BEFORE YOU ATTEND

Here's a summary of the responsibilities and requirements for participants:

1. Participant Fitness and Ability:

- Ensure that participants are fit, medically sound, and capable of fully and safely participating in the course.
- Participants must be **fluent in English**.

2. Pre-Course Requirements:

- Complete all **pre-course exercises** (written or physical) as required.





- Submit **pre-course registration forms** and any relevant documentation in advance, as requested by the Training Centre.
- 3. **Consequences of Non-Compliance:**
 - Failure to meet these requirements may result in:
 - Inability to successfully register.
 - Inability to complete the course.
 - Being asked to leave the course.
 - **No refunds** will be given in such circumstances.

Due to Awarding Body requirements, all candidates booked on Compex Ex 09-10 Water Utilities, must return all documentation requested by the Training Centre, 10 days prior to the start date.

You, or your Employer, must verify in the form of an Employer's Letter that you are technically competent to attend the course.

Should any delegate require any additional learning assistance then this must be notified to C&P Training Services Ltd by providing a minimum of 5 working days' notice in writing of the required learning assistance. Note that we will try to accommodate such request, as far as is reasonably practicable, but cannot guarantee that we can comply with all requests.

COURSE PREREQUISITES

It is your responsibility to ensure that you and/or any participants you book onto the course hold the correct prerequisites when the course commences and that they bring evidence of this on the first day of the course. If you and/or any participants you book onto the course fail to produce the correct prerequisite information we reserve the right to cancel you or their involvement in the course without liability. No refunds will be given in such circumstances.

ON YOUR COURSE START DATE

It is your responsibility to make arrangements to arrive at the course location on time. Full course details including start date, start time and location will be sent to you in your Course Joining Instructions. We may not be able to accommodate late arrivals as it may disrupt other course participants. You must bring your government issued photographic identification (e.g. passport, driving licence). You will be informed in advance of your course start date of any equipment, clothing or other items necessary that you are required to bring for participation in the relevant course.

