



SHE Compliancy Ltd – Our Booking Terms & Conditions

By booking on any one of our training courses you agree to accept and abide by our terms and conditions.

Cancellations & Refund Policy

Our standard **cancellation policy** applies to all course bookings.

Booking

Booking a place on one of our training courses is very simple. You can send your request by email on our booking form to bookings@shecompliancy.co.uk or alternatively by phoning 01708 751222. Once we receive a booking form we raise an invoice and joining instructions. **This is our standard procedure for processing all bookings.** The invoice will be sent out by email within 2-3 working days from receipt of booking form and the joining instructions up to 2 weeks prior to the course. If you fail to receive confirmation from us within this time-frame, then the onus is on you to check that your booking has been a) received by us and b) confirmed by us. All certificates and are sent by email, cards are sent by Royal Mail special delivery. We do not charge delivery however, we cannot be held responsible for mailed items once they have left our possession. If you fail to receive an item due to non-delivery by Royal Mail, you will be charged for the cost of duplicate certificates or cards should a replacement be required.

Standard cancellation policy "in a nutshell"

She Compliancy operates the following cancellation policy for all course bookings. If you are not willing to abide by these cancellation terms then please do not sign this booking form.

Cancellation notice given	Refund of charges given
21 days or more	100%
15 to 21 days	50%
0 to 14 days	0%
Non-attendance of course	0%

In the unlikely event that a course is unable to accommodate a confirmed booking it may be necessary to offer an alternative date and/or venue of an equal standard. If at any time we need to make changes that will significantly affect your course or we need to cancel your course, we will tell you as soon as possible, offering a suitable alternative or a refund. This does not apply to minor changes or events during your course resulting from unusual or unforeseeable circumstances beyond our control. We cannot be held responsible for cancelling your booking as a result of your failure to comply with any requirement of our Booking Terms & Conditions, and we cannot be held liable for any expenses, costs or losses incurred by you as a result of any change or cancellation made by us.

Changes to Bookings – **more than 21 working days from the start of your course**

Outside of 21 working days from the start of your course date we are very flexible. You may contact us at any time to request a change of course date, change the name of the attendee or even choose to change your course type. We will be pleased to change your booking, subject to availability and there is no charge for this.

If you know that you are not going to be able to make a date but want to keep your options open, you can opt for a course credit note whereby you can make a choice at a later date. You may also request a refund of any monies paid, up to 21 working days of the start of the course you have booked. Please note our administration and handling charge of £15 for processing customer refunds.

Late bookings

A 'late booking' is a booking that is made less than 5 working days before the due start date of a course. If you place a booking within this time frame, you do so on the understanding that should you wish to cancel the booking, change the booking, postpone the booking, or you do not attend the course for whatever reason **you will still be liable for the full cost of your booking.**

Payment

All payments for training course bookings should be received by us in full before the course start date unless you have an account. We do not take provisional bookings. Payment can be made by BACS, bank transfer or debit or credit card by WooCommerce, Phone by Worldpay but the onus is on you to ensure that we receive payment in good time to avoid any delay to your receipt of joining instructions for your chosen course.

Non-Payment

If, for whatever reason, your payment is not received by us by the due date, the booking still stands and payment remains outstanding. Please do not assume that if you have not paid, and subsequently do not attend the course then nothing is owed by you. This is not the case. Once you have made a booking against which we have raised an invoice and confirmed the booking to you in writing, then payment is still due irrespective of any circumstances.

Postponement of training by corporate bookings

In exceptional circumstances and at its discretion, SHE Compliancy Ltd may allow postponement and re-scheduling of an In-House course date by a corporate client. Postponed courses must be rearranged and the training delivered within 6 months of the originally booked training dates and payment must be received in full before the postponed course can be delivered.

General Data Protection Regulations

By attending the course, you agree to the use of personal data to be stored by SHE Compliancy Ltd and shared with the awarding body, for the purpose of your qualification

Amendments to course content/materials

We reserve the right to make minor amendments to the course materials or content without notice.

Delegates must have the physical ability, communication skills, literacy, numeracy, and the required experience and skills to ensure they are competent to attend and complete the course.