

Transition Consulting L I M I T E D

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Terms and Conditions

Customers are responsible for ensuring that the background and experience of a delegate is suitable for the training being attended. Transition Consulting Limited will not be liable for any refund in the case where a delegate does not meet the course prerequisites.

In no circumstances will Transition Consulting Limited be liable to refund any amount in excess of the agreed fee for the training course in question. This applies in particular, but is not limited to, any travelling, subsistence or consequential expenses incurred by a delegate.

A suitably qualified delegate may be substituted with written notice up to 5 working days prior to the start of the course.

Bookings will only be accepted if:

- a valid purchase order is received by Transition Consulting Limited (by prior arrangement and only with our written agreement)
- or
- the full purchase price is received by Transition Consulting Limited in advance by cleared cheque or credit card

Once a booking has been accepted in writing by us cancellation terms apply as follows:

Cancellation and transfer charges for public scheduled courses:

- between 10 and 6 working days notice - 50% of the course fee
- less than 6 working days notice - 100% of the course fee

Cancellation and transfer charges for courses held for a specific customer:

- between 20 and 11 working days notice - 50% of the course fee
- less than 11 working days notice - 100% of the course fee

Public scheduled courses

Course fees cover the cost of training materials supplied by us, use of appropriate facilities, course presenter time, lunch, refreshments and any room or equipment rental. Note that any relevant examination fees and other related expenses will be charged to delegates in advance.

Public courses may be staged in rented accommodation such as hotels and conference centres.

Courses held for a specific customer at their premises or premises organised by the customer

Customers are responsible for ensuring that the training room, any equipment and software suitable for the conduct of the course is supplied in accordance with the course requirements.