

TERMS AND CONDITIONS

A provisional booking may be made by telephone, mail or email.

A completed booking form plus £500 deposit, or full course fee, should be sent to Training & Assessment Professionals Ltd (hereafter referred to as TAP) **no later than 5 working days from the provisional booking being made.** Failure to do so will invalidate your booking.

Once we have received your completed form and deposit, or full course fee, we will send you a letter of confirmation.

The balance of the course fee will be payable no later than 10 working days prior to the start date of your course. In the event that the balance is not paid by the due date, TAP reserves the right to allocate the course place to another delegate.

CANCELLATION BY YOU

Provisional booking

Should a provisional booking not be confirmed within 5 working days of the booking being made then it shall be deemed to have been cancelled.

Course Fees

If you notify TAP in writing no later than 10 working days before the course start date you will receive a full refund less 20% administration costs. Late cancellations could lead to courses being re-scheduled, therefore if you withdraw within the 10 working day period the fee will remain payable.

CANCELLATION BY US

In extreme circumstances TAP reserves the right to alter published programme dates. In such cases either a full refund will be made available, or the option to transfer to an alternative course date.