

Terms & Conditions for Open Training Courses held at SDS Training Suites

1. Shelton Development Services (SDS) will invoice the course fees to the organisation booking the course (the "Customer"). The invoice will quote the name of the person booking the course as the order reference. If the Customer requires an official order before authorising payment, the person booking the course will be expected to provide this at the time.
2. Course fees are due for payment within 14 days of issue of the invoice.
3. Cancellations are subject to the terms and conditions outlined below.
4. Bookings are deemed to have been placed by an approved representative of the Customer.
5. Bookings are made on a per seat basis. Delegates' names provided at the time of booking are for SDS administrative use only. Customers may substitute delegates at any time.
6. Cancellations must be confirmed in writing (email will be acceptable).
7. If a cancellation is received more than 14 working days before course commencement, no charge will be made and any payment received will be refunded.
8. If a cancellation is received between 7 and 14 working days before course commencement, half the course fee will be payable.
9. If a cancellation received less than 7 days before then the full course fee will be payable. Delegates who fail to attend will similarly be charged the full course fee.
10. Where a refund is due a cheque or a credit note as appropriate will be issued within 14 days.
11. If the nominated delegate is unable to attend, a substitute delegate may attend in their place.
12. SDS reserves the right to cancel, postpone or re-schedule courses owing to low enrolments or unforeseen circumstances. Delegates affected by such a decision will be notified beforehand.
13. SDS reserves the right to change speakers or method of presentation at its discretion.
14. SDS reserves the right to restrict the number of participants on a course to suit both the course and the location in which it is being given.
15. All delegates shall act reasonably throughout the training. SDS reserves the right to remove a delegate from a course where, in the opinion of the trainer, the delegate is behaving unreasonably. In these matters the trainer's decision is final.
16. Bookings will only be accepted in accordance with these terms and conditions.

Important Advisory Note for those with Disabilities

The training facilities SDS use may not always be able to assist those with physical disabilities. Please contact SDS if this likely to present a problem.

Correspondence & Payments Address Only

Shelton Development Services, Redcroft House, Redcroft Walk, Cranleigh, GU6 8DS

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