

# TERMS AND CONDITIONS OF BOOKING A DRIVER CPC COURSE



## General Considerations

1. All prices quoted are net of VAT at current rates
2. All bookings must be paid for on booking, unless otherwise agreed in writing. Uploads will not take place until payments have been made, unless you are a registered account holder with Just Training
3. All facilities where training takes place, must comply with H&S Legislation and be non-smoking
4. We have a Delegate Code of Conduct, which we respectfully ask all delegates to adhere to. We reserve the right to ask unruly and disrespectful learners to leave the course and our premises.
5. We will support learning needs as far as is practically possible, if you have made these known to us before the start of the course so that additional support can be provided.

## Cancellation Fees – Individuals booked on an open course

6. All cancellations must be notified in writing, via post or email
7. Cancellations or postponements made 7 days or less before the start of the course ate, will result in **full fees being charged** for the original course date. Bookings with outstanding payment at the time of cancellation will still incur the **full course cost being due** if you cancel 7 days or less of the course start date. An additional fee will be charged for any new course you wish to book
8. 50% of the fee will be returned for cancellations or postponements notified 8-13 days in advance of the course start date. Full course fees will be due for any new course dates booked
9. Cancellations or postponements made 14 days or more before the course start date will have either the fees returned in full, or delegates will be rebooked onto a new course ate free of charge.
10. Course fees will not be refunded for delegates failing to attend the course, and will still be payable if payment is outstanding.

## Cancellation Fees – Group Course Bookings

11. All cancellations must be notified in writing, via post or email
12. Cancellations or postponements made 7 days or less before the start of the course date, will result in **full fees being charged** for the original course date. Bookings with outstanding payment at the time of cancellation will still incur the **full course cost being due** if you cancel 7 days or less of the course start date. An additional fee will be charged for any new course you wish to book
13. Cancellations more than 7 days prior to course start date are not charged for.

### **Specific Terms**

14. All drivers must bring with them the required ID as stipulated by JAAPT. Drivers not bringing in ID to the course will be given a maximum of 5 days to produce original ID to our HQ at Leicester. Failure to do so will result in hours not being uploaded
15. All drivers are required to attend for a full 7 hours of contact time, excluding all break times. Drivers who leave early will not receive their 7 hour upload
16. We accept no responsibility for drivers attending CPC training who do not have the eligibility on their licence to receive the 7 hours – ie B class drivers.

### **Interest payable on overdue invoices**

17. In line with Government legislation, Just Training East Midlands Limited, will **charge a fee of 8%** above Bank of England base rate on all outstanding invoices from the date they become due, to the date we receive payment.

### **Upload Fees**

18. All upload fees will be charged at the time of booking. A refund will be made for any delegate failing to attend the course, or failing to stay the full 7 hours and receiving the required upload to the DVSA.

### **Insufficient course delegates – open courses**

19. Just Training reserves the right to cancel courses if there are insufficient delegates to run the course.

### **FORS CYCLE TRAINING – additional cancellation charges.**

20. **Group bookings of FORS Courses on clients own sites**, that require Accommodation, van hire etc, have additional cancellation charges applied. In addition to our standard cancellation charges, any charges for booked accommodation and other expenses that have been necessary to accommodate an on site course, will be required to be paid for at any point due to cancellation by yourselves. This will include such things as, hotel accommodation, van hire, specific equipment requirements etc. Charges that are due from yourselves, will be the charges that we are liable for based on your initial booking information. We will charge at cost and provide copies of receipts. Where we can cancel hotels and other requirements without charges to ourselves, then there will be no charges made by us to yourselves.