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|  | <b>Terms and Conditions of Trade</b> | Document Ref: RTS MISC 00004 V15 May 2020 |          |   |            |
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|   |                                      |   | Approved | NF  | 15/05/2020 |
|   |                                      |   | JD       |   |            |

1. All courses may be booked in person, by telephone, email or online via our website [www.roxby.com](http://www.roxby.com) using Purchase Order, PayPal or Worldpay payment options. A Registration Form will be required to be completed by the client and where necessary Registration Forms for the accrediting body of the course will need to be completed.
2. All confirmed bookings will be acknowledged and will include Joining Instructions which the client must pass to each delegate attending the course.
3. Clients may substitute delegates, without penalty, up to the course commencement date, providing this is notified in writing. This may incur additional costs to awarding bodies for any examination(s), to be discussed if necessary.
4. Payment terms unless otherwise specified:
  - If no account facilities in place:  
**Payment will be required upon booking.**
  - If account facilities are in place:  
**Payment within 30 days of date of invoice or first day of the course, whichever is sooner.**
 Note cancellation or amendment arrangements:  
**All Cancellations and amendments must be received in writing to [bookings@roxby.com](mailto:bookings@roxby.com)**  
**Following receipt of written notification:**  
 16 or more working days    £50.00 administration charge per candidate / per course  
 15 working days or less    100% of course fees  
  
 Late payment fees may apply up to 8.5% of the debt.  
  
 Bank charges incurred on transactions are payable by the customer.
5. Whereby candidates are not eligible for the course(s), refunds / partial refunds are not available.
6. All training delivered at a customer site, i.e. away from Roxby Training Solutions Ltd.'s premises will be subject to the same payment terms as in-centre training. However, all costs incurred are payable in the event of cancellation regardless of when notification of the cancellation is received (with some exceptions – please ask for further details).
7. For all courses fees include: Course notes, refreshments a.m. / p.m.  
Roxby certificates
8. Fees are based on Roxby Training Solutions Ltd current pricing policy. Roxby reserve the right to amend its quoted prices at any time prior to the commencement of any contract/course(s).
9. Fees exclude VAT which will be charged at the appropriate rate where applicable.
10. Please note that VAT may not apply to bookings which are being delivered outside the UK and made by customers residing outside of the UK. This can be confirmed at the time of booking by contacting the training centre team on +44 (0) 1642 438 700.

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11. Whereby circumstances force Roxby Training Solutions Ltd to cancel a course, refunds will be provided for any course fees received.
12. Course certificates are dispatched to the client contact for booking(s) only upon completion of the course and payment of the invoice.
13. Roxby Training Solutions Ltd cannot accept responsibility for the competence level of any particular delegate upon completion of the course.
14. Fees charged for courses tailor made to suit the client's specific requirements are by negotiation.
15. All delegates are required to observe the Health & Safety policy of Roxby Training Solutions Ltd. Failure to do so may result in access for the Training Centre being denied.
16. Quotations are valid for a maximum of 30 days unless otherwise specified.
17. Discounts applied at the time of booking, should any amendments be made to dates and delegates numbers the client may be required to pay for these. Roxby Training Solutions Limited reserve the right to take payment as required in this instance.
18. Unpublished Rates may be offered in cases which could be but are not limited to:
  - Corporate discount rates
  - Group rates
  - Direct / Electronic mail solicitations
19. All courses are delivered in English. Courses can be delivered in other languages; however, this should be discussed prior to booking. Interpretation/translation fees would be payable by the client in this instance.
20. Candidates must have a good standard of both written and verbal English. It is expected that candidates have basic PC skills to carry out online examinations. Any concerns must be raised prior to booking.
21. By accepting these terms and conditions you also confirm that you or your candidate(s) agree to our policies and procedures.