


	By	Date
Checked	NF	19/02/2024
Approved	JD	

1. All courses may be booked in person, by telephone, email or online via our website www.roxby.com using purchase order or card payment options. All customers shall be allocated an online account. Where necessary registration forms for the accrediting body of the course may need to be completed by the candidate.
2. All confirmed bookings will be acknowledged and will include joining instructions, which the client must pass to each candidate attending the course.
3. Clients may substitute candidates, up to the course commencement date, providing this is notified in writing. You will be advised where necessary if there are any additional costs associated with this change.
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 can be made through your online account at www.roxby.com or in writing to bookings@roxby.com

Following receipt of 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. In line with our merchant terms, any refunds issued will be made to the original card / account. No cash refund shall be made.
6. Whereby candidates are not eligible for the course(s), refunds / partial refunds are not available.
7. All training delivered on customer sites 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). We reserve the right to refuse training if facilities / equipment are unavailable prior to the course commencement. In these situations, the course will be charged for in full.
8. For all courses, fees include:
 - Course notes, refreshments a.m. / p.m.
 - Roxby certificates
9. 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).

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10. Fees exclude VAT which will be charged at the appropriate rate where applicable.
11. 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.
12. All courses are offered on the basis of there being sufficient candidates to justify holding the course. Where this or other circumstances force the organisation to cancel a course, liability shall be limited to a refund of any fees paid or change to an alternative date.
13. Certificates shall be uploaded to client accounts at www.roxby.com and emailed to both client and candidates directly. Where the awarding body issue hard copy originals, these shall be dispatched to the individual who booked the course. Please contact bookings@roxby.com or call +44 (0) 1642 438 700 should you require an online account.
14. Roxby Training Solutions Ltd cannot accept responsibility for the competence level of any particular candidate upon completion of the course.
15. Fees charged for courses tailor made to suit the client's specific requirements are by negotiation.
16. All candidates 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.
17. Quotations are valid for a maximum of 30 days unless otherwise specified.
18. 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 Ltd reserve the right to take payment as required in this instance.
19. Unpublished rates may be offered in cases which could be but are not limited to:
 - Corporate discount rates
 - Group rates
 - Direct / Electronic mail solicitations
20. 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.
21. 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.
22. By accepting these terms and conditions you also confirm that you and your candidate(s) agree to our policies and procedures.