



## **Terms & Conditions**

### **Bookings:**

- All bookings are provisional until a JWT booking form is received signed and returned in the post or electronically.
- A 30% deposit of the total cost of the training will also be required to secure the booking.
- Provisional bookings will be held open for five working days and then automatically released.
- Written or email acknowledgement by JWT will be undertaken once an official booking is received confirms the relevant delegates/course place(s) and the terms and conditions shown below. The conditions are binding, from the date shown on the client confirmation.
- We may require a service report for certain types of machinery.
- The employer understands that if there is a change in working conditions / practices that further training should be given.

### **Course Times & Dates:**

- We reserve the right to reschedule any course as required to suit the business requirements.

### **Failed Tests**

- In the event that you fail and time permitting the Instructor may agree to test you again the same day at no extra cost. However, if it is deemed that the failure is due to the candidate not following the advice and guidance provided by the instructor or in the case of testing at a later date then a re-test fee of £30 will be charged.

### **Deposits & Payments**

- Jigsaw Workplace Training will require a 30% deposit for any training courses booked. Deposits are not refundable

- All fees are exclusive of VAT.
- Payment terms are strictly by BACS/or credit/debit card.
- The fees include registration and tuition fees and full documentation.
- Retained Service Fees are required by 5<sup>th</sup> of the month by BACS. Missed payment(s) will cancel the service for that month and/or prior months.
- Payments for all training is expected in full no later than 14 days after training takes place. If payment is not received by the designated due date then a new invoice will be issued every 7 days with a late payment charge of 10% on the last invoice issued and any further training scheduled may be cancelled / suspended until payment is made.
- We will exercise our statutory right to claim interest (at 8% over the Bank of England base rate) and compensation for debt recovery costs under the Late Payment legislation if we are not paid according to our agreed terms.
- After 5 weeks any overdue debts will be passed on to our debt collections team at [www.debtcollect.co.uk](http://www.debtcollect.co.uk) who will arrange to come and collect the payment on our behalf. If you have any issues with payment please contact us as soon as possible.

#### **Cancellations or Rescheduled Bookings**

- You are welcome to substitute an alternative participant free of charge at any time providing notification in writing is made prior to the start date.
- Cancellations made between 4 and 2 weeks prior to the commencement date 50% of the full fee is chargeable.
- For cancellation of any course for any reason within 7 days of the start date no refund will be given and the full fee is payable.
- Failure to attend your course without notification, under the influence of alcohol or drugs or machine failure will also result in the full fee being payable.

#### **Change of Terms:**

- It may be necessary for reasons beyond our control to alter the venue or timetable of the course. Fees will be refunded should JWT Training cancel any event. We accept no liability for any other costs.
- JWT will offer an alternative location in the event of unforeseen circumstances.
- JWT reserves the right to change these Terms & Condition without notice.