



## QUALITY EDUCATION & DEVELOPMENT

### COURSE BOOKING TERMS AND CONDITIONS (ILM)

QED wants you to have a positive booking experience, we try to make course booking straightforward for all our learners and customers. We have created these terms and conditions to offer a level of protection to both you and our business.

QED is an ILM Approved Centre of 20 years and has been operating for 30 years. We are registered in England under company number 4241976 and our registered office is The Old Casino, 28 Fourth Ave, Hove, East Sussex, BN3 2PJ.

#### **How to Book**

Firstly, please read all our Terms and Conditions before you submit your booking, when you place your booking with us, we accept that you have read and understood our Terms and Conditions.

To make a booking (or to confirm a provisional booking) please use the contact page on our website [www.qedcoaching.co.uk/contact-us](http://www.qedcoaching.co.uk/contact-us) to request a booking form or call the office on 01273 301521, if we are unable to reach your call please leave a message with your contact email and phone details.

Once this form is received and processed and you receive an email from us, your booking is then classed as a confirmed booking and the terms and conditions below apply. By completing this form, you are entering into a contract with us.

Although your booking will be classed as confirmed on receipt of this form, your space(s) on the course you have selected will be provisional until we have checked your suitability for the specific ILM course and payment has been received.

Cancellation charges apply should you decide to cancel, whether or not payment has been received. All courses become non-transferable, cancellable or refundable when there are 14 days or less to the course date.

#### **Methods of Payment**

Payment of the course fees must be made in advance and should be made at the time of placing a booking or immediately after receiving an invoice (within 14 days).

Payment can be made by cheque payable to Quality Education and Development Ltd or by bank transfer. All invoices contain our bank account information and will include correct information on course prices.

#### **Instalment Policy**

QED offers instalment options to clients, for ILM programmes 50% fee is required at the time of booking, the remaining fees are due 25% after 1 month from the course commencing and 25% after a further month.

**All invoices are due for immediate payment and must reach us by the course date.**

Late payments may incur a late payment charge of 10% and you may forfeit your space(s) on the course. Invoices will be sent a minimum of 14 days before the course start date. If payment cannot be made within this timescale you must contact us in writing to let us know.

Where an invoice becomes substantially late, we reserve the right to pass your account to a debt collection agency. When we do this, the agency will add fees and charges to the invoice which will become your responsibility to pay.

**VAT**

All payments quoted are exclusive of VAT unless otherwise stated, which is applicable at the standard rate (currently 20%).

**Cancellation**

Whether or not course fees have been paid, cancellation fees will apply once the booking has been processed.

Bookings can only be cancelled by completing the cancellation form from QED, if you wish to cancel a course in line with our procedure below please email [mail@qedcoaching.co.uk](mailto:mail@qedcoaching.co.uk) for a form.

Cancellations within 14 days of the training start date will be charged the full course fee.

- Cancellations within 15 – 20 days of the training start date will be charged 50% of the course fee.
- Cancellations within 21 – 30 days of the training start date will be charged 25% of the course fee.
- Cancellations more than 30 days in advance of the course will incur no charge.

No shows on the day without any notice will be classed as cancelling on the day.

Once an invoice has been raised and sent, this will become payable under all circumstances. To ensure a consistent service is provided to all, this is non-negotiable.

**Delegate Submission**

It is possible to substitute an alternative delegate on any place booked at no additional cost however they must be suitable for the type and level of the course in line with ILM guidance.

**Course Content and Programme Schedule**

Quality Education and Development Ltd reserves the right to alter the advertised schedule of courses, which may include cancellation of a course.

All advertised programmes require a minimum number of bookings to be placed on each course. Where this number is not reached, we may choose to cancel the course. Where Quality Education and Development Ltd cancels a course, individuals with confirmed bookings on that course will be offered alternative dates. If none can be provided, then a full refund will be given. If we need to cancel a course, then 14 days' notice will be provided.

Quality Education and Development Ltd reserves the right to alter or amend the advertised content of any course without notice in order to continuously provide a high-quality service or due to circumstances beyond our control.

Quality Education and Development Ltd reserves the right to change the venue from that originally advertised by providing 14 days' notice.

Quality Education and Development Ltd will not be liable for any losses or expenses, including consequential, arising from any such alterations or amendments to the programme content and schedule including cancellation.