

# Julie Butler (Training) Ltd

## TERMS AND CONDITIONS OF BOOKINGS

The following terms and conditions apply to all bookings for open courses and also to all other work undertaken by Julie Butler (Training) Ltd unless otherwise stipulated in a separate agreement.

### Enquiries and bookings

You can make an enquiry by telephone, email, letter or via the on-line booking system on Julie Butler (Training) Ltd's website [in development].

Should you wish to make a provisional booking, Julie Butler (Training) Ltd will check the course availability, inform you of this by email and make a provisional reservation of your place or places. To retain places you will need to provide written confirmation of the booking, either by letter or by email. Provisional places can be held for you for seven days, unless you are informed otherwise, so it is vital that you confirm your booking promptly.

When allocating spaces confirmed bookings will be given priority over provisional bookings, irrespective of the size of any booking, but larger bookings of provisional spaces will be given priority over smaller provisional bookings, even if the larger booking is received after the smaller one. To avoid disappointment, therefore, please confirm as soon as possible.

On receipt of your written confirmation, Julie Butler (Training) Ltd will notify you that the appropriate number of places have been permanently reserved for you and send you your Joining Instructions and an invoice. As soon as places have been permanently reserved the cancellation terms set out below apply.

### Special requirements

If you have any special requirements these need to be discussed and agreed in writing before permanent reservations are accepted. Changes after that date may be possible but are very likely to be subject to additional charges, depending on the nature of the requirement.

### Fees

The course fees include course materials, morning coffee, light lunch and tea on the day of the course. Overnight accommodation and travel costs for delegates are not included. The fees are published on Julie Butler (Training) Ltd's website and every effort is made to keep this up-to-date. However, all fees will be confirmed at the time of booking. Julie Butler (Training) Ltd is not currently registered for VAT.

### Payment Terms

Julie Butler (Training) Ltd will issue an invoice on confirmation of the course booking. Full payment should be made and cleared within 14 days of the invoice date, or at least 14 days before the date of the course if sooner. Payment can be made by cheque or BACS; credit and debit cards are not accepted.

If full payment is not made by the due date, Julie Butler (Training) Ltd reserves the right to apply a late payment charge calculated at the higher of:

- a) the rate of 2% per month (compound), or
- b) the rate(s) stipulated under the Late Payment of Commercial Debts (Interest) Act 1998 and subsequent regulations

on the full amount outstanding from the date the invoice is due for payment.

### Cancellation by client

Should the client need to cancel a booking, they should inform Julie Butler (Training) Ltd of this in writing. For cancellations made more than 28 days before the date of the course, course fees will be refunded less an administrative charge of £35 per place booked. For cancellations made between 15 and 28 days before the date of the course, 50% of the fee will be refunded. For cancellations made within 14 days of the date of the course, no refund will be made and 100% of the course fee will be due.

To avoid cancellation charges the client can substitute an alternative delegate from their organisation. In some circumstances it may be possible to transfer to an alternative date or course as set out in the section on Transfers below.

If a delegate does not attend a course for which a booking has been made and not cancelled the full fee is payable.

All cancellations must be agreed and confirmed in writing by Julie Butler (Training) Ltd.

### Cancellation or rescheduling by Julie Butler (Training) Ltd

Julie Butler (Training) Ltd reserves the right to cancel or reschedule any course at any time. In the unlikely event that this happens, Julie Butler (Training) Ltd's liability will be restricted only to any fees paid to it. Julie Butler (Training) Ltd will not under any circumstances take responsibility for any additional expenses incurred by the client or delegate as a result of cancellation or rescheduling. Should a course be cancelled, Julie Butler (Training) Ltd will notify the client as soon as possible and advise of options for transferring to another course at no extra charge. If the client prefers to withdraw from the course a full refund of fees paid will be made.

### Request to transfer to an alternative date or course

Should a client wish to transfer to another date or course, they should contact Julie Butler (Training) Ltd to discuss the availability of other courses, and then confirm the revised booking in writing. The transfer option can be used once only, and if the booking is then cancelled or the delegate does not attend the course no refund will be made and the full amount of the course fee is payable. Any transfers must be confirmed in writing by Julie Butler (Training) Ltd to be effective.

### Copyright

Copyright and all intellectual property rights in all course materials are and shall remain the sole property of Julie Butler (Training) Ltd. The client must not use the materials on their own training courses, nor make extra copies of them, nor allow anyone else to do so.

### Suitability of course

It is the client's responsibility to ensure that the courses booked for their delegates are suitable for their needs, and that delegates have the necessary abilities to participate in the course. Should any delegates have special needs, including but not limited to dyslexia, hearing or visual impairment, please contact Julie Butler (Training) Ltd prior to booking the course. It is usually possible to make adjustments to the course materials or seating arrangements for individuals in order to help them participate fully in the course.

### Course content

Julie Butler (Training) Ltd publishes the course objectives on its website. However, Julie Butler (Training) Ltd reserves the right to change the specification and format of the courses in line with its aim of constant improvement. Julie Butler (Training) Ltd will make every effort to address all parts of the course as detailed in the course outline, but this cannot be guaranteed. The duration of courses may vary according to the needs, speed and aptitude of delegates on the day. They will normally run from 9.30 until 4.30 with breaks for lunch and refreshments.

### Delegate behaviour

Delegates are expected to behave professionally at all times. Julie Butler (Training) Ltd reserves the right to exclude delegates from the course, without refund of fees, should their behaviour interfere with the ability of the trainer to deliver the course.

### Liability

Julie Butler (Training) Ltd's liability for loss and/or damage shall be limited to the course fee related to the course out of which the loss arose. Julie Butler (Training) Ltd shall not in any circumstances be liable for any indirect, special or consequential loss however arising. Julie Butler (Training) Ltd shall not take any responsibility for damage to, theft or losses to client's or delegate's belongings.