

Terms & Conditions - Gateway Training Open Courses

Reservations

To reserve your place on a Gateway Training open course, please email : info@gateway-training.co.uk. A reservation does not guarantee your place on the open course and other bookings secured with payment will take priority.

Course places can be held for a maximum of 7 days before :

- Payment is made via the website
- Payment is made over the phone
- Invoice is issued to your employer

If we are not able to complete one of these actions within 7 days, we will cancel the reservation.

Invoicing & Payment

Our standard invoicing terms for new clients is 30 days from date of invoice.

Gateway Training does require full payment for open course places before delegate is able to attend the training, if a delegate has not paid for your reservation before the course date, they will be unable to attend the course.

Transfers

We always try to be accommodating of any transfers to an alternative course date, should circumstances mean you are not able to attend the course. In these cases, the following transfer fees would apply :

- If you transfer more 14 days prior to the course : No charge
- If you transfer 14 - 7 days prior to the course : 25% of the course fee
- If you transfer less than one week prior to the course : 50% of the course fee

Change of Delegates

We are happy to allow changes to the delegate(s) from your organisation. If you wish to substitute a delegate for another person (providing it is for the same course, on the same day, at the same location) please contact us with the amended details as soon as possible. There is no charge for this service.

Cancellation Policy

Cancellations can be made prior to the start of the training course, however a percentage of the course fee may be applicable for such cancellations at a rate dependent on the time of the cancellation.

We charge cancellation fees at the following rates:

- If you cancel more than 14 days prior to course: No charge
- If you cancel 14 - 7 days prior to course: 75% of the course fee
- If you cancel less than one week prior to course: 100% of the course fee

Gateway Training & Consultancy reserve the right to cancel or amend dates and times of any course at any time without liability. Should this unlikely event occur, Gateway will do everything reasonably possible to notify all course delegates at the earliest opportunity of such changes. All delegates will be offered either a full refund, an alternative course date or a Gateway Training Credit Note.

Non-Attendance / Late Arrival

If you do not attend the course and have not previously contacted us, the full course fee will not be refundable.

If you arrive late for a course or miss any session, it will be at the trainer's discretion as to whether you are able to attend or complete the training. For qualification purposes, we have to ensure that all delegates have attended all sessions in order to gain the skills and knowledge of the qualification. In the case that you are not able to attend the training after a late arrival or non-attendance, the full course fee will not be refundable.

Certification

Physical copies of certificates are provided by the trainer at the end of the training / assessment.

Course Content Alterations

We are committed to providing the best quality training for all of our delegates and our courses are constantly updated and improved. Gateway Training & Consultancy reserves the right to alter course content without prior notice and without liability.