

TERMS & CONDITIONS OF BOOKING

PAYMENT

- ▶ Full payment is required before the first date of the course, unless other terms are already in place
- ▶ Where more than one course is booked on the same booking form, full payment is required before the first date of the first course
- ▶ For prepayment vouchers, full payment is required within 7 days of the invoice date, or before the first date of the first course if this is earlier
- ▶ Prices quoted exclude VAT which is payable at 17.5%
- ▶ Prices quoted for **travel expenses & subsistence** are valid only on the date that SmartStyle's booking confirmation is issued, and can be subject to change thereafter. For this reason we recommend that all booking confirmations are signed and returned to SmartStyle by return
- ▶ Courses must take place within 12 months of the confirmed booking
- ▶ SmartStyle reserves the right to charge interest on invoiced amounts unpaid for more than 7 days after the due date, at the rate of 2% per annum above the base rate from time to time of the Bank of England
- ▶ Should it be necessary to instruct legal representation to recover any outstanding invoices, an initial charge of £29 + VAT will be incurred

CANCELLATIONS AND TRANSFERS

- ▶ To cancel or reschedule a course once the confirmed booking has been received by SmartStyle incurs the following charges, and payment becomes due with immediate effect:
 - **6 working days notice or less - 100% of course cost**
 - **7 to 10 working days notice - 50% of the course cost**
 - **11 to 20 working days notice - £25 cancellation/transfer fee**
- ▶ Notification of all cancellations and transfers must be made in writing to SmartStyle
- ▶ All non-transferable costs incurred as a result of the customer cancelling or rescheduling a course, will be charged to the customer in full. Such costs could include hotel accommodation, trainer expenses, travel expenses etc.

COURSE CHANGES

- ▶ SmartStyle reserves the right to reschedule courses giving a minimum of 6 working days notice
- ▶ In the unlikely event that a training course does not take place, alternative dates will be offered

PREPAYMENT VOUCHERS

- ▶ Rates agreed between SmartStyle and the customer only apply where payment is made on receipt of the invoice, and are valid for only 12 months
- ▶ No other offers or incentives may be used in conjunction with prepayment vouchers
- ▶ No exam fees are included in the cost of prepayment vouchers, unless specifically agreed by SmartStyle and the customer
- ▶ Payments received for courses not taken within 12 months of the receipt of the confirmed booking are not refundable
- ▶ Prepayments are valid for 12 months
- ▶ All course bookings must be confirmed by SmartStyle and courses must be taken within 12 months of the receipt of the confirmed booking

CONFIDENTIALITY AND COPYRIGHT

- ▶ Unless otherwise stated, the copyright of course material is the property of SmartStyle
- ▶ The customer is responsible for ensuring that its employees do not copy in whole, or in part, any materials they may acquire during a course
- ▶ The recording, copying, loan, unauthorised hire, public showing or broadcasting of material is prohibited

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