



TERMS & CONDITIONS OF BOOKING

1. Definitions

- i. "Company" shall mean the employer of the delegate or the company entering into this agreement for training.
- ii. "Course" shall mean any course of training arranged by The Bespoke Electrical Training Company Ltd.
- iii. "Delegate" shall mean any person accepted on a course of training.
- iv. A course will have commenced when the first scheduled session is conducted.

2. Registration

- i. Registration on a professional training course must be made by completing a booking form provided by The Bespoke Electrical Training Company.
- ii. Registration must be completed by a delegate and/or company before a course place can be allocated.
- iii. Registration will be deemed to have been accepted only when confirmed in writing by The Bespoke Electrical Training Company.
- iv. The Bespoke Electrical Training Company reserves the right to refuse any registration without supplying a reason.

3. Payment

- i. By credit/debit card: The Administrator of The Bespoke Electrical Training Company will contact you to obtain the required card information when processing the booking form.
- ii. By BACS: A BACS remittance advice or similar should accompany each application form. The Bespoke Electrical Training Company bank details:

Bank: Modular Fs Ltd

Sort Code: 04-00-75

A/C Name: The Bespoke Electrical Training Company Ltd

A/C Number: 39302903

- iii. Please note, we do not accept cheques as a form of payment.
- iv. Cleared payment must be received 4-weeks prior to the start of the course.
- v. BET reserves the right to re-allocate course places to other delegates if fees are not paid on time.
- vi. Bookings will not be processed until cleared payment has been received. The Bespoke Electrical Training Company reserves the right to pursue its legal options in the case of default on payment and to recover reasonable administration costs.
- vii. For all courses payment is required at the time of booking.

4. Cancellation or alternatives

- i. Should The Bespoke Electrical Training Company find it necessary to cancel or reschedule any course, the delegate will be offered an alternative course or a full refund.
- ii. The Bespoke Electrical Training Company reserves the right to provide an alternative venue and suitably qualified presenter or instructor to those originally published.
- iii. Delegates may be substituted without penalty provided written notice is received prior to commencement of the course.

5. Cancellation fees

- i. External examinations (EAL): Once the delegate has been enrolled onto an examination substitutions cannot be made and the fees are non-refundable/non-transferable.
- ii. Should the delegate or employer cancel, We reserve the right to charge a fee. If the delegate wishes to cancel their booking after confirmation they must call us immediately to notify them of their intention. If the delegate cancels a booking after confirmation we shall retain any deposit or deposits paid and a Cancellation Charge shall be applied to any outstanding balance as detailed below:

- 4 weeks (or more) prior to course start date: £75.00 + VAT registration fee and £25.00 + VAT administration fee.

- 2-4 weeks prior to course start date: 50% refund of course fees.

- Within 2 weeks of course start date: Non-refundable, course fees non-transferable

- iii. Should the delegate or employer wish to transfer to an alternative date, there will be a transfer fee of £75.00 + VAT

6. Bookings

- i. It is the delegate's responsibility to ensure the training course is suitable for their purpose.
- ii. The trainer has the right to refuse entry to any delegate who fails to arrive at the correct venue, or on the correct date or time, or who in their opinion is unfit to take the course, or whose conduct or behaviour is disruptive. The decision of the trainer on the suitability of the delegate to complete the course shall be final and binding.
- iii. Any delegate, who fails to arrive at the correct venue, or on the correct date and time, will be deemed to be a cancellation. Fees already paid will not be refunded in these circumstances. No alternative course dates will be offered.

iv. Joining instructions and directions to the venue will be sent out once payment has been received. Course material will be provided on the first day of the course. Where applicable, a short end-of-course assessment will be undertaken and a certificate will be provided upon successful completion.

7. Certificates

i. Due to the high cost of replacing lost certificates The Bespoke Electrical Training Company will retain the delegate's certificate at our offices for the delegate to collect.

8. Copyright

i. We reserves the proprietary rights on all course notes and material provided for a company or delegate and no part of any course notes or material may be reproduced or transmitted in any form or by any means electronic mechanical photocopying recording or otherwise or stored in any retrieval system of nature without the written permission.

9. Warranties and Liabilities

i. The Bespoke Electrical Training Company warrants that the courses will be provided using reasonable care and skill and, as far as reasonably possible, in accordance with generally accepted industry standards and accreditation, wherever appropriate, and within the times referred to in the registration form.

ii. The Bespoke Electrical Training Company shall have no liability to the company for any loss, damage, costs, expenses or other claims for compensation arising from any course material or instructions supplied by the Company which are incomplete, incorrect, inaccurate, illegible, out-of-sequence or in the wrong form, or arising from their late arrival or non-arrival, or any other fault of the Company.

iii. The Bespoke Electrical Training Company does not accept responsibility for any claims for consequential loss suffered by the delegate and/or the company following the cancellation or postponement of a course/s.

iv. The liability of The Bespoke Electrical Training Company for the cancellation or postponement of any course/s shall be limited to the course fees.

v. The liability of The Bespoke Electrical Training Company for any expense, loss, cost or damage of any kind whatsoever whether direct, indirect or consequential (apart from personal injury or death) arising out of any action of proceedings relating to any services or equipment provided in accordance with the course shall be limited to the total amount of fees charged in respect of the course.

vi. We shall not be liable to the Company or be deemed to be in breach of Contract by reason of any delay in performing or any failure to perform, any of The Bespoke Electrical Training Company obligations in relation to the course, if the delay or failure was due to any cause beyond The Bespoke Electrical Training Company's reasonable control.

vii. We are unable to offer refunds or cancellations arising from events outside of its control including adverse weather conditions, flooding or industrial action.