

BOOKING CONDITIONS

A booking is provisional until confirmation from the client is received, and a quote or tax invoice is raised and issued. Bookings need to be confirmed 8 weeks prior to the course to secure the place. Invoices must be paid in full 21 days before the start of the course.

Once the booking has been confirmed in writing (by post or e-mail), FireWiseUK Learning Academy will send the client an invoice and a full set of joining instructions.

Where a confirmed booking has been accepted by FireWiseUK Learning Academy and is subsequently cancelled or transferred to a later date at the request of the client, FireWiseUK Learning Academy reserves the right to apply the following conditions.

1. if the cancellation is made six weeks or more before the course commencement date, the invoice will be refunded, less a 10% administration charge.
2. if cancellation is made between six weeks and four weeks before the course commencement date, 50% of the invoice will be refunded.
3. if the cancellation is made less than four weeks before the course commencement date, no part of the invoice will be refunded.
4. a course booking may be transferred, providing that such a transfer request is received six weeks or more before the commencement of the event. A transfer received inside the six-week period will be treated as a cancellation and the conditions in 2 and 3 above will apply to the transfer.
5. Transfers to alternative course dates must be made within the same calendar year or condition 1 above will apply.
6. Fees: for a single event must be paid at least 21 days in advance of the commencement of the event. For multi events, 50% must be paid at least 21 days in advance of the commencement of the first event and the remainder 7 days before the last event.

FireWiseUK Learning Academy

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