

Foresee Associates Terms & Conditions – Training Courses

1. Course bookings

Bookings may be made by email, website contact, letter or phone. Telephone bookings must be confirmed in writing upon request.

- a. Bookings will be regarded as provisional until the full course fee has been paid. Provisional bookings will only be held for 4 weeks and will not be held at all when the course is full.
- b. Essential information and course instructions will be sent to the delegate on receipt of registration Fee / valid purchase order.
- c. Delegates will be required to complete a registration form, which will include information regarding their current role, together with any previous experience. All information provided will be treated in confidence and will not be shared with any other party.
- d. The course fee covers training, course materials, certificate, lunch and refreshments during the day. Travel and Accommodation is the responsibility of the delegate and is not included in the price of the course.

2. Payment terms

Our standard payment terms are that payment is taken at booking unless otherwise stated. Payment may be made in advance of the course by cheque or BACS electronic transfer. Please contact us if you wish to set up a BACS transfer.

- a. Cheques to be made payable to Foresee Associates, and sent to Foresee Associates, 15 Catrine Road, Crookston Glasgow G53 7FB. Please include the course name and reference number on the back of the cheque (if applicable).
- b. If payment by invoice has been previously agreed, the payment needs to be made 30 days from the date of invoice or prior to the course start date, whichever is sooner.

3. Credit terms

Our standard credit terms for account customers are 28 days from date of invoice. Please contact us if you wish to set up a credit account.

4. Transfers

Should circumstances mean that you need to transfer to another course, the following charges will apply, dependent on notice given and availability of courses:

First transfer, made more than four weeks prior to the course start date	No charge
Two to four weeks notice given	25% of the course fee
Less than two weeks notice given	50% of the course fee

All transfers must be taken within a period of six months.

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5. Cancellations

Should circumstances mean that you have to cancel your course the following charges will apply:

Days notice of cancellation / transfer prior to the commencement of the Training Courses	% of Charges to pay
42 working days plus	25%
41-32 working days	50%
31-22 working days	75%
21 working days or less	100%

A substitute delegate may be provided at no cost.

Notification of any cancellation or transfer must be made in writing to Foresee Associates at the company address.

Foresee Associates reserve the right to cancel any course that does not meet the minimum student requirement. Where this occurs, students with provisional bookings will be offered an alternative course (where available).

6. Non-attendance

If you do not attend a course, and you have not previously informed us, the full course fee remains payable.

7. Late arrivals/missed sessions

If you arrive late for a course or are absent from any session, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skill in the time remaining. In all such cases, the full course fee remains payable.

8. Unforeseen circumstances

On occasion, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid

9. Foresee Associates reserves the right to make appropriate changes to the course timetable and content or to cancel a course due to unforeseen circumstances and liability shall be limited to either a free transfer to another course date or a full refund of fees paid.

10. VAT

All course fees are subject to the current VAT (valid exemptions only).

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11. Copyright

- a. It is acknowledged that all intellectual property rights, including copyright, remain the sole property of Foresee Associates and any copies made of course materials will be an infringement of copyright unless agreed in advance and in writing by Foresee Associates.
- b. All information provided by Foresee Associates is given in best faith and Foresee Associates will not be held responsible for actions taken by the Client, any other individual or organisation as a result of the information provided during the training course.

12. Delegate Behavior

Foresee Associates expects delegates to behave in a polite and appropriate manner when attending courses. Foresee Associates reserves the right to exclude delegates or abandon the course in the event of disruptive, abusive or threatening behavior by an individual or group of delegates. In such an event, no refund will be payable to the excluded delegate's or their organisation.