

# Business Terms & Conditions

## TERMS & CONDITIONS

**The following Business Terms and Conditions apply to work undertaken by Gateway Training & Consultancy Ltd. These terms are not exhaustive and additional terms may apply, please ask for more information.**

### Payment

Once you have made a booking, you will receive an invoice from Gateway Training. Unless otherwise agreed, a deposit of 25% of the total fee should accompany a written confirmation of the booking. Payment must be made in full no later than seven business days before the start of the course (or 14 days from date of invoice, whichever is the sooner).

Cheques should be made payable to Gateway Training & Consultancy Limited (other methods of payment may be accepted, please ask for details). Gateway Training reserve the right to re-allocate the place(s) to other delegates if fees are not paid on time. Upon receipt of your payment, your booking will be confirmed and you will receive further information about the course from us.

### Late Payment

In the event of late payment, Gateway Training reserves the statutory right under the Late Payment of Commercial Debts (interest) Act [1998] to charge overdue accounts interest of 8% above the base rate per calendar month or part thereof if payments are not received within 30 (thirty) days. This applies from the last date that payment was due to the date payment is received.

Please note that no certificates will be issued until invoice(s) relating to the course are paid in full.

### Prices

Whilst we strive to always provide the most up-to-date price information, this is not always possible. All prices quoted on this website or in our printed/downloadable materials are correct at the time they were listed or at the time of going to print, however, Gateway Training reserves the right to adjust prices as necessary. Please contact us for the most up-to-date prices. All prices are subject to VAT at 17.5%.

### Course Cancellations

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. If a booking is cancelled within a working week of the course date or if the delegate fails to attend the training course, the full fee will be applicable. We charge cancellation fees at the following rates:

1. If you cancel more than 14 working days prior to course: **No charge**
2. If you cancel 8-14 working days prior to course: **25%** of the course fee
3. If you cancel 7 working days prior to course: **50%** of the course fee
4. If you cancel less than one working week prior to course: **75%** of the course fee

Gateway Training reserve the right to cancel or amend dates and times of any course at any time without liability. Should this unlikely event occur, Gateway Training 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.

### 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.

### 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 reserves the right to alter course content without prior notice and without liability.