

## **General Terms and Conditions**

### **Payment**

#### **Charges and Payment**

Unless otherwise provided for in a contract, **fast training** will issue an invoice for services provided after delivery of the service has been completed.

The course fee should be paid in full on receipt of the invoice.

**fast training** reserves the right to request payment in advance of delivery, should it be deemed necessary by the Company. In such circumstances payment should be made in full, no later than 14 working days prior to the course start date. **fast training** will be allowed to re-allocate the course place if payment is not made, without prejudice to any possible subsequent claim for recovery of the agreed fees.

#### **Late Payment**

In the event of late payment, **fast training** reserves the right to charge interest on all outstanding amounts at the prevailing rate under Luxembourg law, from the last date that payment is due to the date that payment is made.

### **Cancellation and changes**

#### **Cancellation by fast training**

**fast training** reserves the right to cancel or postpone a course at any time without liability. In these circumstances, the company will not be obliged to provide a reason, and delegates will be offered the choice of an alternative date, a credit note or a full refund.

**fast training** specifically reserves the right to cancel or postpone an open course when there are fewer than four participants booked on the course one week in advance of the scheduled date. **fast training** will offer an alternative date but cannot guarantee that the course will be re-scheduled.

**fast training** are not able to offer refunds for cancellations which occur on the scheduled day of training, but which are outside our control, including but not limited to; adverse weather conditions, flooding, industrial action, force majeure, terrorist incidents, fire, widespread technical failure, or power cuts.

### **Cancellation by the Client**

Should you wish to cancel or reschedule the booking after receipt of this email you may do so up to 11 business days before the delivery date of the course, subject to an administration fee of 20% of the booking cost. Unfortunately, a cancellation between 10 and 6 business days of the training will be invoiced at 50% of the booking cost. A cancellation within 5 business days of the scheduled start of the training will be invoiced in full.

### **Postponement by the Client**

If a training course is postponed and rescheduled, it will be considered as cancelled if it is not rescheduled to take place within three calendar months of the original date.

If a training course is rescheduled, the client will be liable to pay a surcharge of 10% on the agreed cost for that training course. This surcharge will not apply to charges for tailoring.

### **Changing course delegates**

You are entitled to change the delegate attending a course at any time at no extra charge. This does not include *cancelling* a delegate's attendance on Open Courses which may be subject to a cancellation fee. Please notify changes of delegates to **fast training** as soon as possible.

### **Changes to Trainers**

**fast training** will always use the most appropriate trainer to deliver each training session. For that reason, whilst the company will make every effort to ensure that the agreed trainer does deliver a training session, the company reserves the right to change a trainer without notice.

### **Changes to Course Dates or Venue by fast training**

**fast training** reserves the right to change course dates and venues without liability.

### **Changes to course content or materials**

**fast training's** courses are always being updated and improved to keep up-to-date with advances in training methods and academic research. The company therefore reserves the right to alter course content without prior notice.

**Use of course materials etc.**

The course materials, content and training provided by **fast training** must not be subsequently relied upon as a basis for legal interpretation. Neither **fast training** nor its employees, associates, trainers or consultants accept responsibility or liability for the actions of those attending courses, or the actions of other people reading course materials, or interpreting the training in litigation, or responsibility for any loss incurred, as a result of relying on the training or the training materials.

**Other specific or variable conditions**

Special conditions may apply for certain special offers. Such changes to the General Terms and Conditions will be advertised to clients and will appear on the website.

Separate terms and conditions will apply for courses run by Royal Holloway, University of London, available from them.

Any discounts offered by **fast training** are exclusive and cannot normally be combined with other pre- or post existing special offers. The company reserves the right to make exceptions to this. The company will make every effort to ensure that all applicable discounts are applied where appropriate, but cannot accept liability for payments made by clients when a discount has not been requested.

The company reserves the right to make changes to these terms and conditions at any time, without notice.