

## Terms and Conditions of Booking

- These Terms and Conditions apply to all bookings confirmed in writing or by email to F.A.C.T. by any individual or organisation for the provision of services, materials and training by F.A.C.T.
- A completed and signed booking form, together with a £100.00 deposit or full payment will be the only acceptable documentation to confirm the reservation on any training programme. Where a booking has been made for an organisation a signature of the appropriate level will be required and an official company purchase order attached to enable an invoice to be raised.
- Full payment for the course must be within 14 working days prior to the course start date.
- Cancellation of a booking by an individual or organisation following submission of the booking form will attract the following charges based on time prior to the start of the course.
  1. Exceeding 30 days – No Charge
  2. Between 30-14 days - Deposit retained
  3. Between 14-7 days – 50% of full fee
  4. Less than 7 days – Full fee retained
- F.A.C.T reserve the right to cancel, postpone or re-arrange any training course without reason. If this unlikely event occurs F.A.C.T will provide as much notice as possible and where payment has been made, the customer will be entitled to a full refund, or this payment could be held against future booking if requested by the customer.