

# Terms and Conditions

## Fees

Payment for course bookings is due within 30 calendar days of the invoice date or 15 calendar days prior to the provision of the services, **whichever is the earlier**. Bookings made within the 15 calendar day period must be paid for immediately.

If payment is not received delegates will not be allowed to attend the course.

Payment can be made by cheque, credit/debit card or BACS

The course fee includes an extensive delegate pack, refreshments, accommodation and meals as described in the course programme.

## Cancellations

A full refund will be provided for cancellations received more than thirty working days before the commencement of the training course.

A refund of 50% will be provided for cancellations received between fifteen and thirty working days before the commencement of the training course.

No refunds will be given for cancellations received less than fifteen working days before the commencement of the training course.

## Substitutions

Substitutions will be accepted up to two working days before the course date. Details of the substitution must be given to and acknowledged by UKAS.

## Transfers

Registered delegates who wish to transfer to a different date for the same event (subject to availability) can do so for the following charges:

- > No charge for the first transfer notification received more than thirty working days before the commencement of the training course. Subsequent transfers of the same delegate will be charged a £50 + VAT administrative fee.
- > An administration charge of £50 + VAT for transfer notification received between fifteen and thirty working days before the commencement of the training course.
- > Any transfer request received less than fifteen days prior to the commencement of the course, will incur additional charges for any accommodation reserved.

UKAS constantly seeks to improve its training and reserves the right to amend its published courses and course dates.

UKAS reserves the right to cancel a training course. In this event registered delegates will be informed, and where applicable their course fee refunded.

UKAS does not sell its customer details to third parties. We may send you information about other products and services available from UKAS. If you prefer not to receive such information, please email [jan.garman@ukas.com](mailto:jan.garman@ukas.com)

## How to Book

### Book online at:

[www.ukas.com](http://www.ukas.com) — following the links to Services/Training

### or download the Booking Form and fax to:

+44 (0)20 8917 8499

### Post to:

Jan Garman  
Training co-ordinator  
UKAS  
21-47 High Street  
Feltham  
Middlesex  
TW13 4UN

The fees shown in each of the individual programmes are subject to the following discounts for multiple bookings as follows:

- > Second delegate – **5%**
- > Third delegate – **8%**
- > Fourth and subsequent delegates – **10%**

**Discounts can only be applied for bookings made at the same time.**