



Terms and Conditions of booking a UKAS Training Course

Fees

UKAS does not accept the terms and conditions of other companies.

Payment of our invoices 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.

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

The invoice for the training course fee is raised on the day of submission of the booking form. Please ensure the information on your booking form is correct. Especially Account's Information. If incorrect information is provided on the booking form, or purchase order numbers are not provided at the time of booking, causing a delay in payment and subsequently a re-issue of the invoice, there will be a charge of £50.00 for the new invoice to be issued.

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 notified 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 transfer notification received more than thirty working days before the commencement of the training course
- An administration charge of £50 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 always strives to be flexible with our delegates if there are unforeseen circumstances, which may prevent a delegate attending a course. If you notify us we will do our best to accommodate you on future courses. If you don't advise us the full course fees will become due under our booking terms and conditions.