

# HAMILTONMERCER



## Hamilton Mercer Training

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### **2010 Open Course Terms & Conditions**

#### **1. Payment**

- i) Payment for all courses must be received 14 days prior to course date unless the booking is made within the 14 day period where an immediate Credit Card or BACS payment is required.
- ii) Payment cannot be made by delegates on the day of the course.

#### **2. Cancellations**

- i) Cancellation requests must be received in writing.
- ii) The date on which the cancellation email/letter is received by Hamilton Mercer Training Ltd will be deemed as the date on which the request has been made.
- iii) The following charges apply if you wish to cancel your booking:

Notice	Cancelation Fees
15 - 28 days before a course	50% of the course fee
1 - 14 days before a course	100% of the course fee

- iv) In the unlikely event that a course has to be cancelled by Hamilton Mercer Training Ltd you will be entitled to a full refund, alternatively you may choose to attend the next available course date. Hamilton Mercer Training Ltd will not be held liable for any other costs that might be incurred as a result of the cancellation if the course is cancelled more than 5 working days prior to the start date.

#### **3. Transfers**

- i) Transfer requests must be received in writing.
- ii) Once the transfer request has been received in writing, you will be required to choose a new course date from the list of open course's within 3 days.
- iii) The following charge will apply if you wish to transfer your booking:

Notice	Transfer
8+ days before a course	No Charge
1 - 7 days before a course	£60+vat

- iv) Only one transfer request is allowed per participant.

#### **4. Non Attendance**

- i) In the event that a participant does not attend the course date that was booked, an alternative date will be suggested and will be subject to the full course fee.

**Hamilton Mercer Training Ltd**

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