

Terms and Conditions

RESERVATIONS AND CANCELLATION FEES FOR PUBLIC COURSES:

Attendees on public training courses may be substituted before the start of the course. Excel Partnership would like to know of any substitutions before the course commences to make appropriate arrangements with the hotel.

Excel Partnership must be advised in writing of any cancellation. Cancellation on the part of the attendee will incur the following charges:

Up to 3 weeks before	no charge
21 days to 15 days	25% of course fee
14 days to 8 days	50% of course fee
7 days or less	full fee

Should numbers not be sufficient to ensure adequate attendee interaction, Excel Partnership reserves the right to cancel or postpone the course, and will either offer alternative dates or a full refund of fees. Excel Partnership cannot accept liability for any additional costs incurred.

Our terms of business are that if a booking is accompanied by a Purchase Order, then payment should be received within 30 days of receipt of invoice.

If a Purchase Order is not raised, payment must be received prior to attendance on a course.

Certificates will be issued following the training and after payment has been received.

CANCELLATION POLICY FOR IN-HOUSE WORK:

If an in-house training course is cancelled by the client less than 3 weeks prior to the start of the course, full fees will be charged. Course dates may be re-arranged up to 2 weeks prior to the start of the course. In either instance, where unrecoverable costs have been incurred by Excel Partnership due to the changes; for example air fares, hotel reservation fees and shipping costs, these will be charged to the client at cost. Excel Partnership will endeavour to keep any such costs to a minimum.