

Terms and Conditions

Please ensure you have read, understood and accepted the Conditions of Booking before making payment for your booking. By placing a booking you will be deemed to have read, understood and agreed to them.

Payment

Payment of all fees must be made within thirty (30) calendar days of the Invoices date of issue.

Payment can be made by cheque or bank transfer using the details overleaf.

Cancellation

Bookings can only be cancelled in writing by post or e-mail.

Cancellations within 10 working days of the training start date will be charged the full course fee. Cancellations within 11 – 20 working days of the training start date will be charged 50% of the course fee. Cancellations within 21 – 30 working days of the training start date will be charged 25% of the course fee. Cancellations more than 30 working days in advance of the course will incur no charge.

Delegate Submission

It is possible to substitute an alternative delegate on any place booked at no additional cost.

Course Content and Programme Schedule

Matt Joyce Learning & Development reserves the right to alter the advertised schedule of courses, which may include cancellation of a course. Where Matt Joyce Learning & Development cancels a course individuals with confirmed bookings on that course will be offered alternative dates; if none can be provided then a full refund will be given.

Matt Joyce Learning & Development reserves the right to alter or amend the advertised content of any course without notice in order to continuously provide a high quality service or due to circumstances beyond our control.

Matt Joyce Learning & Development will not be liable for any losses or expenses, including consequential, arising from any such alterations or amendments to the programme content and schedule including cancellation.

Guidelines for delegates and employers

Matt Joyce Learning & Development welcomes delegates with disabilities but it remains their employer's responsibility to ensure that they are appropriately supported. With sufficient notice Matt Joyce Learning & Development will be able to provide slides, hand-outs and other course materials in alternative formats; we are also happy to work with employers who are prepared to provide interpretation, sign or other translation methods for their employees.