

TERMS OF BUSINESS

1. Booking Confirmation

- a. You will receive a confirmation of booking via email.

2. Payment Terms

- a. An invoice will be issued 6 weeks prior to the scheduled course. Full payment is required on receipt of the invoice and should be received within 14 days of the invoice date or at least 14 days prior to the course commencement date, whichever is earlier. In any instance where a booking is made within 10 working days of the course commencement date payment must be made immediately.
- b. Attendance on a course may be refused if full payment has not been received.

3. Cancellation Policy

- a. Cancellations may be refunded as follows:
- b. Greater than 10 working days prior to the course - 50% of the original invoice value including VAT, where applicable. 10 working days or prior to the course no refund will be granted.
- c. In the event of any cancellation, you must pay any costs for which we are liable to third party suppliers, for example facilities, equipment, or catering.
- d. We reserve the right to cancel a course at short notice should events beyond our control make this unavoidable. If this should occur, participants will be offered a place on our next available scheduled course, or alternative dates in-house.
- e. At our sole discretion, Delegates may need to reschedule to another public course. Rescheduling will be subject to an administration fee*. Rescheduling must take place within 6 months of the original training date, subject to availability. We reserve the right to pass on any external costs caused by any participant rescheduling. Rescheduling requests must be made in writing more than 14 working days before the course start date. Rescheduling within 10 working days of the course will be treated as a Cancellation (see above).
- f. Delegates may substitute themselves on a course at no charge but must take full responsibility for ensuring that all course documentation is passed on and that the new Delegate meets the relevant pre-requisites for the course.

4. Intellectual Property

- a. During the course you will receive copies of material which is the property of Milestone Education. You agree not to share, copy, or reproduce these materials by any means without written authorisation from Milestone Education.
- b. For avoidance of doubt, the content of this course does not permit you to train others.

5. Your Privacy

- a. Milestone Education respects your privacy and does not share your email address with other organisations – you will not be contacted by third parties. We may from time to time contact you to discuss feedback or future training.

6. Disclaimer

- a. By confirming your booking with Milestone Education, you agree to these terms of business and accept the content of the course that will be delivered.
- b. If you feel the course content is unsatisfactory this will be treated as subjective feedback and will be used to support our growth and development, however no refund will be honoured on that basis.

**This fee will be calculated as a percentage of your quoted booking.*

