

Standard Terms and Conditions

Booking:

1. No bookings can be confirmed until the training contract has been duly signed and received by CybaCoach.
2. No bookings can be confirmed until the agreed payment has been received by CybaCoach.

Payment

3. All Invoices are payable within 14 days after the signature date on the Order, or 14 days prior to the start of the course, whichever occurs first, or by the payment date stated on the order.
4. Attendance on a course will be refused if full payment has not been received prior to the start of the course.
5. Goods for purchase will be dispatched/available only after payment in full has been received.
6. a. In breach of these conditions, interest will be charged from the due date of the invoice to the date of payment, at the rate of 2.5% per annum above Barclays Bank Plc, base rate. Interest will compound monthly.
b. If payment date has been previously agreed and subsequently missed a 10% admin fee based on Recommended Retail Price (RRP) of training course will be automatically levied against the outstanding account.

Cancellation:

7. All notifications from the customer must be received in writing.
8. The designated periods for cancellation is dependent on the type of course or service as follows:
 - a. Scheduled Course: Up to 14 days prior to the start of the course.
 - b. Room Rentals/Closed Classes/Client Site Courses: Within 30 days after the signature date on the Order, or up to 30 days prior to the start of the course or service, whichever occurs first. Where a group of such courses have been booked, 30 days prior to the start of the course or service shall mean the start of the first course of the group of courses, and not the individual start dates of courses within the group.
 - c. Voucher Holders: 7 days prior to the start of the class.
9. In the event of a cancellation by the customer, the following refunds will apply, except for Voucher Holders: and only if full payment has been received.
 - a. Notice received from the customer within the designated period: 50% refund
 - b. Notice received from the customer outside the designated period: 0% refund
10. In the event of a cancellation, by the customer, within the designated period, where payment has not been received, the amount outstanding as per the above terms and conditions will be due by the customer.
11. In the event of a cancellation by a Voucher Holder outside the designated period, the Training Voucher(s) will be voided. The voided vouchers must be returned to CybaCoach before taking any other class.

Transfer:

12. Notification of any transfer must be made in writing and received by CybaCoach within the designated period.
13. In the event of a customer transferring a booking within the designated period, the following charges will apply:
 - a. The first transfer will be made free of charge.
 - b. The second transfer will be charged at £50.00, which must be paid prior to attendance.
 - c. Subsequent transfers will be treated as cancellation and the full course fee will remain payable.
 - d. Transfers made outside the designated period will be treated as cancellations.

Technical Bundles i.e. MCSE

14. Technical Bundles i.e. MCSEs are valid for 12 months. The period of validity will start on the day of the first class or one month from the date of invoice, whichever occurs first. .
15. Technical Bundles i.e. MCSE cannot be cancelled after the date of acceptance on the contract, and are non-transferable.

Voucher Schemes

16. Each Voucher is valid for one complete half-day course, a one-day course, or two evening training sessions.
17. Vouchers are valid from the date specified on each Voucher for the term specified on the Voucher, unless otherwise specified.
18. Courses are offered on a first come first served basis, and seating is limited, therefore customers are urged to register for courses as soon as possible.
19. If the class is full your delegates may be placed on the waiting list, you will be notified only if a cancellation occurs and a space becomes available.
20. Voucher Holders must present the designated Voucher for validation at the start of the course. In the event that a Voucher Holder is unable to present the designated Voucher, entry to the course may be refused. If entry is possible, they will be required to sign a "Class Coupon Responsibility Statement" and be bound by its requirements to return the designated Voucher to CybaCoach within 5 days, or be liable for the full course fee at the standard daily rate for the course.



Government Assisted Courses

21. Payment must be made at least 14 days before the start of the course and must be accompanied with the relevant documentation.

Work Placement

22. When available, CybaCoach, through its partners, will make every effort, but do not guarantee, to place any delegate that has completed their training, in a work placement. CybaCoach and its partners will make every effort, but do not guarantee, employment after a delegate has completed their training.

General

23. All delegates must arrive at CybaCoach 30 minutes prior to the class start time to allow for registration. If delegates are more than 15 minutes late for the start of the class, their place may be reallocated. Any anticipated lateness should be notified your Account Manager. Delegates more than 30 minutes late will not be admitted to the class.

24. All delegates must report to reception to be registered, on each day of training (this also includes multiple days of training).

25. CybaCoach reserves the right to cancel or reschedule any courses.

26. All prices quoted are exclusive of VAT.

27. Any delegate, who has attended a course, can repeat the same course within six months, at no additional charge, provided there is availability. No course manual or enrolment keys will be issued for any repeated course.

28. The order signatory is booking on his or her own individual account, or is an authorised signatory of the company, or organisation, booking the course or service. In either case the signature given will form a legally binding agreement with CybaCoach.