



Terms & Conditions of Booking

Fees / Quotes

WF Training will require the agreed deposit Per Person (Non Refundable) to secure a place/s on a course unless we agree to be invoiced for payment in advance of any booking. To be invoiced, we require a purchase order on company letter headed paper for the full amount to be emailed to wftraining@hotmail.co.uk prior to the start date of a course.

WF Training will require the remaining balance of any fees outstanding to be paid on the first day of a course before the start of a course, unless invoicing is agreed beforehand.

Invoiced payments are required to be paid within 14 days of the invoice date.

Per Person prices in a quotation are based on the quoted number of people attending.

Any exam re-take costs will be charged in addition to a course fee.

Cancellation / Refunds

If the CLIENT cancels a booking, the deposit will be forfeited.

Cancellation of an in-house training course is subject to a 25% fee where the cancellation is made more than one calendar month before the start date of a course, however in this case, WF Training will consider delivery of a course on an alternative date/s, if this is feasible & meets the requirements of the qualification regulatory body protocols. Revised date/s will only be honoured at the discretion of WF Training and will be dependent on our availability to deliver a course on a mutually agreeable date/s and within a reasonable timescale.

No refund is payable for a course cancellation made within the calendar month immediately prior to the training course – in this event the full course booking fee remains payable.

Cancellation notification must be made in writing to WF Training and receipt of such notification will be confirmed in writing.

WF Training will use their best endeavours to deliver all training courses, however, in certain circumstances including but not limited to sudden illness, accident, insufficient course numbers etc, we may be unable to provide a course. In this unlikely event, WF Training will notify the CLIENT as soon as it is reasonably practicable to do so. WF Training will not be held responsible for any losses incurred relating to a course needing to be cancelled for any reason.

In the event of a course cancellation, the CLIENT will be offered either (i) A full refund or (ii) A place/s / on a course held on an alternative date.

Final numbers

To ensure that the delivery of an in-house course is financially economical to run, changes to the original number of delegates booked on a course can only be made, if the course numbers meet the minimum required to make a course financially viable. WF Training reserves the right to charge a CLIENT the minimum course fee of 4 delegates even if the number attending is lower.

Course numbers can be increased up to the day before the start of a course. The maximum number of delegates permitted on one course is 12. An increase in the number of delegates attending a course will need to be discussed with us beforehand to ensure there is sufficient availability on a course prior to the start date.

In-house courses - Venue suitability

WF Training will be required to carry out an environmental risk assessment to ensure that all in-house venues are suitable for the delivery of a course. All bookings are subject to the venue suitability.

Course Duration

All courses are subject to Guided Learning Hours (GLH). WF Training will deliver the full content of each course to ensure that delegates are fully informed of all the learning outcomes and the assessment criteria of each course they are attending.

Equipment set up / Dismantling

The course Tutor will require adequate time to set up prior to the start of a course and a sufficient period afterwards to dismantle and remove their equipment from the venue.