

H2 Booking Information and Terms

Cost

1-day open courses:

- Per delegate: £295 +VAT
- 2 or more delegates: £255 +VAT each
- Public Sector: £255 +VAT
- Registered charities or self-funding individuals: £230 +VAT

2-day open courses:

- Per delegate: £480 +VAT
- 2 or more delegates: £420 +VAT each
- Public Sector: £420 +VAT
- Registered charities or self-funding individuals: £375 +VAT

Fees are fully inclusive of:

- Personal objective setting
- Course tuition/materials
- Workbook/handouts including comprehensive reference materials/proformas
- Lunch/refreshments
- Personal action planning
- Certification (on request)
- Follow-up support (on request).

Payment

On receipt of a completed booking form, H2 will reserve the specified number of places on the requested course in good faith. We will send you a proforma invoice, and all places must be paid for before the event. Your booking will be confirmed and a receipted VAT Invoice sent as soon as we receive your payment.

H2 will accept payment by:

- Cheque (payable to "H2 Training & Consultancy Ltd.") or by
- BACS (NatWest Sort Code: 52-10-46 - Account: 16538722 - H2 Training & Consultancy Ltd.)
- Credit/Debit card (subject to a 5% surcharge).

Please indicate your preferred payment method on your booking form.

Cancellation and Transfers

If you need to cancel your reserved or confirmed place(s) and are unable to send a substitute, cancellation fees will apply as follows:

Less than 24 hour's notice - 100% of course fee

1 - 5 working days prior to the course - 75% of course fee

6 - 20 working days prior to the course - 50% of course fee

21 - 30 working days prior to the course - 25% of course fee

Cancellations must be made in writing and cancellation charges will be made whether or not payment has been received. We ask that you contact us by email or by telephone to confirm receipt of your cancellation notice. Non-attendance at a course, with or without notice will be treated as a cancellation.

Bookings may be transferred to another course, as long as notice of at least 20 working days is given in writing and will be subject to an administration charge of 10% of the original course fee. Transfers requested within 20 working days of the original course will be treated as a cancellation.

The number of places on each scheduled course is restricted, and courses are run subject to demand. We may therefore offer you an alternative date/venue. Delegates are not obliged to accept, and the booking fee will be returned in full if necessary.

Overnight accommodation/special needs

Accommodation can be arranged at extra cost if required. For more details, please contact H2 at least 10 working days prior to the course. Delegates with any special dietary requirements are asked to inform us on their booking form, so that we can make the necessary arrangements.

Venue

Maps, directions and parking information will be sent together with the booking confirmation. H2 endeavours to use venues with disabled access and facilities. Delegates with any special requirements should inform us at time of booking, to ensure that their needs are catered for.

Timings

Exact start and finish times of each course will be sent with the booking confirmation. All courses will have at least a 45-minute lunch break and two 15-minute tea/coffee breaks.