

H2 Booking Information and Terms

Payment

When you submit a booking form, you are making a commitment to purchase, and you are entering into a legally binding agreement with H2 Training & Consultancy Ltd, that is subject to our terms of payment, cancellation and transfer.

On receipt of a completed booking form, H2 will reserve the specified number of places on the requested course(s)/date(s) as applicable. Payment is requested in advance by Proforma Invoice. Please note that we may not be able to guarantee a place on your preferred open course date, and we will be unable to send you the required information to commence your assessment/eCourse until we receive your payment.

H2 is able to 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.) or by
- Credit/debit card (Fastest way to secure your place/s on your preferred course/date)

We will send you a receipted VAT Invoice soon after we receive your payment.

Cancellation and Transfers

1) Open Courses/One-to-One Training

If you need to cancel your place(s) – whether reserved or confirmed - and you 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. Cancellation fees must be paid no later than 14 days after the course start date. After 14 days we will add a further £40 administration charge to each 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 open course is restricted, and courses are run subject to demand. We may therefore offer you an alternative date/venue. Similarly there may be circumstances beyond our control that require us to reschedule or relocate a particular course. Delegates are not obliged to accept the alternative, in which case the booking fee will be returned in full if necessary. We will not however be responsible for any other cost however incurred (such as rearrangement of travel and/or accommodation). If you do accept our offer of an alternative date/venue, your booking will be transferred free of charge, and will continue to be subject to our standard Terms and Conditions, including any subsequent cancellation or transfer charges as detailed above.

2) eCourses and Assessments

You may cancel your booking, and receive a full refund (less a 10% admin fee for each assessment/eCourse cancelled) at any point before we send you the eCourse materials, or up and until you commence the online assessment. There will be no admin fee if you decide to transfer the booking to another person, or to transfer to a different assessment/eCourse as long as we have not already sent you the training materials, and you have not started the assessment.

Overnight accommodation/special needs

Accommodation for delegates attending open courses or one-to-one training 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.

Open Course Venues

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 aim to have a lunch break of about 45-minutes and two 15-minute tea/coffee breaks.