

## TERMS & CONDITIONS FOR OPEN COURSES ONLY

### 1. Provisional Bookings:

Provisional bookings must be confirmed, either via email or completion of the booking form. Failure to do so may result in your course date being given to another candidate.

### 2. Confirmed Bookings:

After your booking confirmation is received a binding contract is formed and these terms and conditions shall apply.

### 3. Course Fees:

All course fees must be received before the particular course to secure your place(s). An invoice can be sent, but payment must still be received before the delegate attends the course.

### 4. Delegate Substitutions:

There will be no charge if a substitute person wishes to replace the original delegate. Please inform Impact LD of the change, prior to the course.

### 5. Cancelling Bookings:

Cancellation 14 days or less will render a cost of 50% of the total course fee.

Cancellation 7 days or less will result in the cost of the full delegate course fee.

Impact LD reserves the right to cancel a course or individual at any time without liability. In these circumstances, delegates will be offered an alternative date or a full refund.

Impact LD reserves the right to change the venue at any time. All delegates will be informed of venue changes.

### 6 Limitation of Liability:

In the event of any error or mistake occasioned by the company's personnel or the company's associates the company's liability shall be limited to the amount the company charges relating to that course.

In no event will the company be liable to the client/delegate for any consequential or special damages which may be suffered by the client/delegate in connection with the supply and or performance of the course.

Should you have any questions regarding these terms please contact us on 08451 580 073 or email us info@impactld.co.uk