

Terms and Conditions

Payment

Payment is to be made in full before commencement of ALL courses. Payment can be made by Visa, MasterCard, cheque or bank transfer.

Cheques are payable to DH Training Associates. Bank transfer details available on request.

Confirmation of booking

Once we have received payment, we will post, fax or email confirmation of the course, including directions to the appropriate training venue. Until payment is received in full, confirmation cannot be given.

Cancellation and change of date

If an individual candidate is unable to attend on the scheduled course date reserved, the candidate should notify DH Training at least 24 hours in advance. If they do so, DH Training will agree an alternative course date with the candidate for any course date in the next 6 months, subject to availability and to the payment of an administration charge (currently £15.00)

If a candidate fails to notify us in advance of inability to attend on the course date reserved, then a re-booking will have to be made and this may incur a re-booking charge of £50.00 plus VAT, provided that the candidate has contacted us within 4 weeks of the original course date reserved.

If the candidate fails to contact us within 4 weeks of the original course date reserved, then any re-booking after that date will be treated as a new booking and will attract the full course fee in force at that time.

DH Training operates a no-refund policy in respect of the cancellation of individual course bookings or e-Learning courses.

In the event that it is necessary for DH Training to cancel or reschedule a course, we will endeavour to give a minimum of 14 days notice. In such circumstances a full refund will be made, or alternative dates will be made available and all liability by DH Training will be limited to the value of the original course fee.

DH Training Associates