



Grand Union PR Ltd. Training Terms & Conditions

Event bookings

Once you have decided the workshops you are interested in, we will work with you to agree a mutually convenient date. Once agreed, we will ask you to complete and sign a booking form which we will send to you. We regret we cannot accept provisional bookings.

Confirmation of bookings

Your workshops will only be confirmed when you receive written confirmation from us to tell you we have safely received your signed booking form. We will then raise an invoice in advance of the workshops.

Joining instructions

Attendance and joining instructions will be provided five days before the event, provided fees have been paid.

Fees

All fees are correct at the time they are published on our website. Grand Union PR Ltd reserves the right to change them at any time without notice.

Our fees are exclusive of refreshments, meals, conferencing facilities, trainer travel costs, training materials, and any accommodation costs incurred by delegates. If you require your training to take place at a site other than your own premises, we will be happy to organise a suitable venue and provide refreshments. For this service our venue finding fee is £100, and the cost of room hire and refreshments will be added to your invoice, along with the usual associated expenses (e.g. trainer travel costs and hard copy training materials).

VAT

Fees are quoted exclusive of VAT, which will be added to invoices at the prevailing rate.

Payment terms

All invoiced fees are due within 14 days of the invoice date. Where an invoice is issued less than 14 days prior to the training event, payment must be made in full and cleared at least 7 days before the event takes place. When we invoice you, we will ask you to provide a purchase order number (if your business uses them) and accounts payable contact details.

Our preferred method of payment is by BACS payment, and our bank account details are; Sort code 55-70-10, Account number 77535812. They are also on the bottom of our invoice. Any cheque payments should be made payable to Grand Union PR Ltd and the invoice number must be quoted on the remittance advice or the back of the cheque.

Any disputed fees must be notified in writing within 7 days of receipt of an invoice. We understand and will exercise our statutory right to claim interest and compensation charges under the Late Payment of Commercial Debts [Interest] Act 1998 as amended and supplemented by the Late Payment of Commercial Debts Regulations 2002 if payment is not received in accordance with our agreed terms of payment. We may charge interest at a rate 4% above the base rate of the Bank of England from the due date until the date of payment.

Cancellations and transfer terms

All cancellation and transfer requests (e.g. Mr L is booked on course M1 but wants to change to course M4) must be made in writing, and become effective on the date we receive the notification. Cancellation by telephone will not be accepted.

Only one free of charge transfer is permitted per booking. Transfers can be made from one delegate to another or from one workshop to another. Additional transfers are treated as cancellations. A cancellation of a booking, which has already been transferred, will not be refunded. We regret that we cannot accept cancellations within 14 days of the workshop start date.

Grand Union PR Ltd reserves the right to alter the programme or trainers without prior notification. If deemed absolutely necessary Join the Dots Training Ltd reserves the right to cancel an event up to seven days before the date of the event and will refund 100% of the booking fee where this has been paid in full. Grand Union PR Ltd cannot offer refunds to delegates who fail to attend sessions for reasons outside the control of Grand Union PR Ltd.

Cancellation fees

Administration charges on transfer and cancellations are as follows:

Time	Cancellation fees
14 days or more prior to an event	10% of booking fee
7-13 days	50% of booking fee
2-6 days	75% of booking fee
Under 2 days	100% of booking fee

For further information, please contact us:

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