



# Training Provision Terms & Conditions

To protect Crew from costs incurred administering staff, booking travel and from preparation work for your training, it is a requirement before training delivery can go ahead that you agree to the Terms & Conditions:

## **1. Deposit**

1.1. A deposit of minimum 25% & an agreed delivery date is required to confirm your booking.

## **2. Full Payment & Credit**

2.1. Full payment is required no later than 4 weeks prior to training delivery, or immediately if booking within 4 weeks. Without a written credit agreement from Crew, Training will not be delivered and any deposit withheld if full payment is not paid.

## **3. Travel**

3.1. Unless otherwise arranged, reasonable travel expenses will be charged to and from the venue, inclusive of accommodation for the trainers

## **4. Cancellation**

4.1. In the event you need to cancel the training the following charges will apply:

4.2. Notice of 4 weeks or greater: 25% of payment due

4.3. Less than 4 weeks notice: 75% of payment due

## **5. Minimum & Maximum Attendance**

5.1. For courses to be delivered effectively, particularly with regard to group training tasks, the attendance must lie on or within the minimum or maximum agreed above.

5.2. Crew reserves the right to cancel training without refund if this is not the case, or to bill for extra time and materials pro-rata should the trainer be able to accommodate unexpected numbers.

## **6. Change of Date**

6.1. In the event that you need to change the agreed date as printed above a £250 fee will apply.

## **7. Unable to Deliver**

7.1. Every reasonable effort will be made by Crew to deliver the training as scheduled however, if for reasons out with our control, we are unable to deliver the training, and where an alternative date cannot be arranged, 50% of the course value will be retained by Crew. The remainder, less any outstanding payment, will be reimbursed.

## **8. Agreement**

8.1. By submitting your deposit and confirming a date you agree on behalf of your organisation to be held by these terms & conditions