

Terms and Conditions

Online bookings for Public Courses

You can book online at <http://www.cps.co.uk/training/pages/Bookings.aspx>

All online bookings are subject to availability and confirmation of acceptance by email.

To reserve a place, please:

Call +44 (0) 1628 895 600 to speak with a booking agent or send an email to training@cps.co.uk and specify the course name along with your name, company, address and contact details. A booking form will be emailed back to you for completion and return.

- CPS will issue an invoice, quoting your purchase order number, immediately upon receipt and acceptance of your booking.
- Payment for public courses is required in advance of course commencement. CPS reserves the right to refuse admission if payment has not been received.
- All course and examination fees are subject to VAT at the current statutory rate.
- All payments will be confirmed with a receipted invoice, which will be sent to the booking address.
- All bookings must be made on CPS' booking form which will constitute a legally binding contract.

Course Fees

- Course fees are shown on the CPS Training website
- Course fees include course materials, a light lunch and refreshments during the day.

Venues

- CPS does not accept any responsibility for the security of personal items at the training venue. The venue for all courses will be Corporate Project Solutions' headquarters at Regal House, 4 Station Road, Marlow, Buckinghamshire SL7 1NZ
- Full Registration Instructions including venue, map, directions and timings will be emailed to you upon receipt and acceptance of your booking 15 working days prior to a course. Advance information can be obtained by emailing training@cps.co.uk or by calling +44 (0) 1628 895 600.

CPS cannot be held responsible for non-arrival of Registration Instructions. Please contact CPS if Registration Instructions have not arrived 10 working days prior to course commencement.

Course Timings

- Delegates should arrive at 9.00am - 9.15am for refreshments prior to course commencement at 9:30am.
- All courses conclude at 4.30pm.

Course Cancellations

- Cancellations on 5 day courses 20 working days or more prior to a course start date will incur a 50% cancellation service charge.
- Cancellations on 5 day courses less than 20 working days prior to a course start date will be charged at the full rate.
- Cancellations on 1, 2 or 3 day courses 10 working days or more prior to a course start date will receive a 50% cancellation service charge.
- Cancellations on 1, 2 or 3 day courses less than 10 days prior to a course start date will be charged at the full rate.

For more information visit www.cps.co.uk or call 01628 895600

Course Transfers

- Delegates contacting CPS less than 10 working days prior to the confirmed course date, requesting to be transferred to a future course date will incur the full course fee.
- A substitute delegate for non-exam courses can be named at any time prior to the course start.
- The option to transfer can only be used once, after which non-attendance will be treated as a cancellation and all outstanding invoices will be due.
- If a delegate uses the transfer option, the original course invoice and the transfer invoice remain due, even if the transfer booking is subsequently cancelled.

Data Protection

CPS adheres to the Data Protection Act 1984 with amendments. Your details will not be passed to any outside Companies but may be used within CPS where it is thought their services and products may be of interest and benefit to you.

Cancellation, Postponement or Substitution of Course Dates

CPS reserve the right to change the course presenters, dates, venue and content should the need arise. In the unlikely event of a course being cancelled or postponed by CPS, a full refund will be made but no further liability will be accepted.

Closed Courses

Bookings

Bookings for closed courses can be made either by telephone or email. CPS will issue available dates that can be provisionally booked for up to one full week and thereafter confirmation must be received with an official Purchase Order. CPS will then issue an invoice which must be paid in advance of the course.

If a Purchase Order is not received CPS reserves the right to release the dates.

Cancellations and transfer of dates as above.