



# Booking Form

# SBK Training Academy

To secure your place on this course, please fill in the form below and send to back to us as soon as possible either by post or to [training@sbk.co.uk](mailto:training@sbk.co.uk)

Course: \_\_\_\_\_ Date: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Billing Email: \_\_\_\_\_

Purchase Order Number: \_\_\_\_\_

Please include the names and email addresses of all attendees below:

Name	Email	Dietary Requirements
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

N.B. Please note that all prices quoted exclude VAT.  
Terms of Payment are 14 days prior to commencement date of the training course or upon booking whichever is the latter.

# Course booking terms and conditions and cancellation policy



## 1 Introduction

Please note these 'Terms and Conditions' may be subject to change without notice.

## 2. Definitions

Agreement: The terms and conditions contained in the relevant booking form and these terms.  
You or Your: The person entering into this agreement with us by accepting these terms. Where the context so requires, You or Your includes Authorised Users.  
SBK, Us, We or Our: SBK Computers Ltd.  
Fee: The fee for any course specified in the booking form or confirmation

## 3 Booking

3.1 Before booking onto the course, please ensure you have read the course content, to ensure the course will meet your training needs and that you are able to meet pre-requisites, where stated.

3.2 Acceptance of your booking brings into existence a legally binding contract between us on these terms and conditions. Any terms sought to be imposed by you in any purchase order or correspondence will not form part of the contract.

## 4 Invoicing and payment

4.1 Course payment must be received in full before commencement of the course.

4.2 Invoices will be sent to the email provided on the booking form and must be paid within 14 days prior to commencement of the course.

## 5 Course attendance and certification

5.1 Failure to attend the course will result in the full cost being incurred.

5.2 SBK will send all correspondence primarily via email to the email address provided on the booking form. If alternative details are received after the booking form has been submitted, they will supersede the original details and all future correspondence will be sent to the new address.

5.3 No certificate(s) shall be issued whilst there is an outstanding balance (including interest on overdue balances and statutory compensation) due to SBK.

5.4 It may be necessary, for reasons beyond the control of SBK, to change the content and timing of the programme, the date, the venue or the tutor.

## 6 Cancellations and amendments

6.1 All requests for cancellations and/or transfers must be received in writing.

6.2 Changes will become effective on the date of written confirmation being received.

6.3 The appropriate cancellation charge will apply based on the cost of your booking, as shown below.

\*Excluding extenuating circumstances which will be charged at SBK's discretion.

Calendar days notice before the start of the course	Refund applicable
29 calendar days or more	Full refund minus a £29.50 exc VAT administration fee
Between 15 and 28 calendar days (inclusive)	50% refund minus a £29.50 exc VAT administration fee
Between 1 and 14 calendar days (inclusive)	No refund will be given
Failure to attend	Treated as late cancellation and no refund given

6.4 In the event of an individual named on the booking form cannot attend, we will accept substitution of another delegate on the condition that written notification of the substitution has been received by us prior to the course date and an administration fee of £29.50 plus VAT has been paid.

6.5 In the event of there being insufficient numbers booked onto a course SBK reserves the right to cancel or postpone the course.

6.6 In the event of cancellation of a course by SBK, we will endeavour to inform all participants a week before the course is due to take place, although please be aware that this is not always possible. All course fees paid will be reimbursed in full, or the payment will be transferred in full to another SBK course. SBK shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.

## 7 Course provisions

7.1 Accommodation and travel are the responsibility of the candidate.

7.2 A buffet lunch is provided on all full day courses unless otherwise stated. Any special dietary requirements need to be notified in writing to SBK no fewer than 7 days in advance of the course commencing.

7.3 If you satisfactorily complete your training, we will issue a certificate of attendance specifying the course title and delivery date.

## 8 Force Majeure

8.1 SBK shall not be liable to refund of fees or for any other penalty should courses be cancelled due to war, fire, strike lock-out, industrial action, tempest, accident, civil disturbance or any other cause whatsoever beyond their control.

## 9 Entire agreement

9.1 These terms and conditions, together with the current SBK website prices, course details and SBK contact details, set out the whole of our agreement relating to the supply of the course and associated materials and services to you by SBK. These terms and conditions cannot be varied except in writing signed by a Director of SBK. In particular, no terms and conditions incorporated within your purchase order and nothing said by any person on behalf of SBK should be understood as a variation of these terms and conditions or as an authorised representation about the nature or quality of any goods or services offered for sale by SBK. SBK shall have no liability for any such representation being untrue or misleading.