

QA International (Training) Limited



Bookings Policy

Bookings

Training courses can be booked through our web site (www.qaicl.co.uk/training/) by telephoning 01325 384272) and via email (qatraining@qaicl.co.uk). Bookings will be acknowledged by QA International (Training) Limited (QAIC Training).

All courses are subject to minimum numbers and the right is reserved to cancel any course if those minimum numbers are not met. QAIC Training will give a minimum of 14 days notice of cancellation of a course.

Provisional Bookings

Provisional bookings by telephone and email will be accepted. All such provisional bookings must be confirmed not less than 14 days before the start date of the course. All bookings via the QAIC Training web site are deemed provisional until acknowledged by QAIC Training.

Confirmed Bookings

When a booking is made, or when a provisional booking is confirmed, QAIC Training will send delegates an emailed acknowledgement of the booking.

Payment

When a booking is confirmed and acknowledged by QAIC Training, it will issue an invoice to delegates. Invoices must be paid within 28 days of issue (or immediately if the booking is made less than 28 days before the course). Payment must be made by electronic bank transfer or cheque.

Cancellations

QAIC Training will only consider a refund on cancellation by a delegate if not less than 21 days notice is given before the course start date. An administration fee of £50 is payable for any cancellation by a delegate and this fee will be deducted from any refund.

We will always try to run the courses as scheduled. However, there may be circumstances beyond our control resulting in us having to change the venue, location or dates at any time and without prior notice. In these circumstances, we reserve the right to cancel a course. In such a case, if you prefer to cancel your booking, we will give a full refund of the course fee or, at our discretion, offer alternative dates or venues.

Delegate Substitutions

Delegates may be substituted at any time prior to the start of the course for no additional charge.

Certificates

All delegates successfully completing a course and who achieve the required standard will be entered onto the QA International (Training) Limited Register of Qualifications and will receive a certificate within 14 days following the completion of the course. Certificates will not be issued and delegates will not be entered onto the Register of Qualifications where the course fee has not been paid in full. Any delegate who does not attend a course, or who leaves during a course, will not be entitled to any refund, will not be registered and no certificate will be issued.