

Terms and Conditions

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

Booking

- 1) For current course costs and dates, please refer to our website.
- 2) 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) If a course registration/booking form is completed by an individual other than the named candidate, it is the responsibility of the employer/parent to ensure the learner is suitable for the course and has the relevant experience.
- 4) Upon receipt of your booking form, and subsequent payment your place(s) will be confirmed.
- 5) Important note: LED's acceptance of your booking brings into existence a legally binding contract between us on these terms and conditions. Any term sought to be imposed by you in any purchase order or correspondence will not form part of the contract.

Purchase Orders

- 1) Purchase orders may be accepted in lieu of payment at time of booking at LED's sole discretion.
- 2) Acceptance of purchase orders is subject to LED's prior approval for credit terms. Customers may be required to complete a new Customer Information Form upon request.
- 3) Purchase orders shall not be accepted from any customer at any time during which the customer's account is placed on "stop" due to default.

Invoicing and payment

- 1) Course fees are payable upon booking unless a valid, authorised Purchase Order is provided and accepted.
- 2) Invoices will be sent via post to the name and address provided on the booking form and must be paid within 30 days of the invoice date or not later than 1 working day prior to the start of the course, whichever date occurs soonest (the "due date").
- 3) Payment must be made in pounds Sterling by cheque, credit/debit card or BACS.
- 4) Cheque payment to be made payable to 'LED Leisure Management Limited'.

Course attendance and certification

- 1) Candidates will receive joining instructions via email to the email address provided on the booking form.
- 2) It is the responsibility of the individual completing the course registration/booking form to ensure joining instructions are received by the candidate. Instructions will be sent via email to the email address provided on the booking form.
- 3) If the joining instructions are not received, it is the responsibility of the individual who completed the course registration/booking form to contact LED Education and Training department to arrange for them to be reissued.
- 4) Failure to attend the course will result in the full cost being incurred.
- 5) LED 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.
- 6) No certificate(s) shall be issued whilst there is an outstanding balance (including interest on overdue balances and statutory compensation) due to LED.
- 7) It may be necessary, for reasons beyond the control of LED, to change the content and timing of the programme, the date, the venue or the tutor.

Cancellations and Amendments

- 1) All requests for cancellations and/or transfers must be received in writing or by email.
- 2) Changes will become effective on the date of written confirmation being received.
- 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 LED's discretion.

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

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