

Terms and Conditions of Business

GBC Learning and Development, Salisbury House London EC2M 5QQ

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● london ● guildford ● cambridge

These Terms and Conditions of Business (Terms) together with the booking confirmation form the contract between Guildford Business College Ltd t/a GBC Learning and Development (GBC) and(your company) . They may not be varied unless agreed in writing. You should read the Terms in conjunction with our Data Protection and Privacy Policy which are on our website. ([http://www.gbclearning.co.uk/documents/pdf/data protection policy GBC 2018.pdf](http://www.gbclearning.co.uk/documents/pdf/data%20protection%20policy%20GBC%202018.pdf))

1. Payment Terms

Payment is due no less than 14 working days prior to the commencement of training or dispatch of materials. If training is booked with less than 14 days notice, the invoice is for immediate payment. In all cases payment is required before the course or training programme commences.

When bespoke training is agreed, payment for creating and writing the materials is invoiced at the time of commissioning for immediate payment.

When relevant, funding that is due from national or local government sources must be authorised in writing prior to the commencement of the training.

2. Cancellation and Rescheduling Policy

Cancellation or rescheduling must be notified by telephone and confirmed to the GBC Manager by email. The following refunds and/or cancellation charges apply.

2.1 Training Courses or Events

This applies to all types of courses including public open courses, in-house group events, personal coaching sessions or a programme of a series of dates. Where there is a series of dates the terms apply to each date individually.

- 16 to 20 business days' notice: 100% refund with a 15% admin charge OR an option to reschedule to an alternative date free of charge. Only one reschedule is allowed with no charge. Thereafter there will be a 15% admin charge. The alternative date(s) must be arranged concurrently with the cancellation.
- 11 to 15 business days' notice: 75% refund OR an option to reschedule to an alternative date with a 15% admin charge. The alternative date(s) must be arranged concurrently with the cancellation.
- 4 to 10 business days' notice: 25% refund OR an option to reschedule to an alternative date with a 30% admin charge. The alternative date(s) must be arranged concurrently with the cancellation.
- Cancellation with 3 or fewer business days' notice: there is no refund therefore 100% fee is due. 25% discount is available on rebooking within 3 months.

2.2 Training Materials

Payment for training material agreed and written for bespoke courses is due in full, regardless of cancellation or rescheduling.

Additional expenses such as hotel and facilities booked are payable according to the cancellation policy of the suppliers involved and due in full on cancellation and rescheduling as relevant.

2.3 Substitution of Delegates

You may substitute a delegate(s) at any time up to the start date for any reason, free of charge.

2.4 Cancellation by GBC

In the event that GBC has to reschedule or cancel a course, GBC reserves the right to offer an alternative date or course with similar content and value. If this is not suitable a full refund will apply.

3. Dissatisfaction or Complaint

We aim that each delegate has a more than satisfactory experience, meeting their own learning objectives and taking away new or refreshed techniques to put into action in the workplace.

In the event of dissatisfaction, the company representative or the delegate must advise the GBC Manager as quickly as possible, and no later than 3 days after the training. You may be required to put the complaint in writing.

Our policy is to do our very best to resolve any issues or provide a solution that will rectify the situation

There is a free retake option or money back No Quibble Guarantee on our short public open courses.

4. Copyright

All course notes and materials are subject to copyright; such copyright and other rights belong to GBC or our licensors. Course notes and materials provided to delegates are for the exclusive use of the individual delegate remaining the property of GBC. No part of the course notes or materials may be reproduced or transmitted in any form, or by any means, electronically or mechanically including photocopying, recording or any information storage or retrieval system without the prior written permission of GBC. Course notes and materials are provided subject to the

condition that they shall not by way of trade or otherwise, be lent, resold, hired out, or otherwise circulated.

5. GBC Liability

GBC provides training courses and services solely by reference to their description and where permitted by law we exclude all other warranties, express or implied, statutory or otherwise from these Terms. GBC's total liability to you for any losses, costs, expenses or damages under these Terms shall be limited to the total Fees paid or payable by you, other than for death or personal injury caused by our negligence or for fraud or where such limitation is prohibited by law. Under no circumstances shall GBC have any liability to you for loss of profit, revenue, anticipated savings or bargain or loss or corruption of data or software or for any indirect special or consequential losses.

6. Data Protection and Privacy of Information

In order to supply our service we need to hold personal information on your company contact and on delegates to the course programmes. We would also like to keep

in touch about such things as forthcoming programmes, new courses and provide relevant useful information and special offers. Please click here to go to our DP Policy which should be read in conjunction with these Terms so that you know how we deal with your information and understand your rights.

8. General

These Terms are governed by the law of England and Wales and are subject to the exclusive jurisdiction of the English Courts.

GBC shall not be liable for any failure to fulfill its obligations where such failure is due to circumstances beyond its reasonable control.

9. Confirmation of Terms

It is your responsibility to read and ensure you understand the above Terms & Conditions of Business under which all our training services are carried out. This includes payment terms.

I have read and understood the Terms and Conditions and the Data Protection and Privacy Policy

Name:

Signed:

Title:

Date:

Company:



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- Personal Effectiveness
 - Management Development
 - Recruitment, HR & Training
 - PA/Secretarial & Administration
 - Communication Skills
 - Sales & Marketing