

H.O.P.E Training & Consultancy Training

Terms & Conditions

Cancellation Policy

Please note cancellations will need to be made at **least 14 days** before the course date. Payments are non-refundable if cancellations are not made within the specified time. Cancellations can be done in writing, email or phone.

Non-Attendance

If delegates do not attend the training and **have not** informed H.O.P.E Training & consultancy **they will be charged full** course fees.

Payment

On completion and return of the booking form, you will receive an invoice and payments need to be made **prior to the course date**. Payments need to be paid within 14 weeks (please refer to invoice for further information). For late payments a 10% charge will be occurred. If payments cannot be made before training course please inform H.O.P.E in the first instance. Payment methods will be clearly stated in the invoice.

Booking

You will receive a confirmation letter once the booking form has been sent through to H. O.P E Training & Consultancy.

Venue

All open courses are held in Leicester and venues used are fully accessible. There is space on the booking form to tell us about any other support needs.

Courses

All open courses run for a full day and take up to a maximum of 16 participants. All courses start at 9:30 and finish at 4:30 unless stated otherwise in confirmation letter. If delegates are late longer then 30 mins they **may** be turned away from the training. If delegates are running late for training please inform H.O.P.E in the first instance

On Training site

All delegates attending training are responsible for their own valuables on site and H.O.P.E Training & Consultancy will take no responsibility for this.