

Terms and Conditions

External Training Course

Fees

Companies are asked to pay the total invoice amount within 28 days of the day of receipt.

Invoices must be paid before the delegate attends the course.

Course Deferment/Cancellations/ Refunds

LTD will only refund course fees if cancellations are made more than 40 days prior to the course however, a £75 non refundable deposit per delegate, which is included in the course fee, will be retained to cover venue and administration costs.

For all other charges please see the table below: -

Prior to Event Date	Cancellation or Postponement
39 to 30 Days	50% of course fee
29 to 15 days	100% of course fee
14 to 0 days	100% of course fee

Payment methods

LTD accept the following payment methods;

- Invoice/ PO number and BACS transfer
- Business Credit Card - a processing fee will be applied to the value of 3.5%.
- Payment by PayPal; accounts@leadershipthroughdata.co.uk

Late Payment

Leadership Through Data reserves the right to charge a late payment interest on any outstanding invoices. The amount will be at the annual rate of 5.75% above the Barclays Bank plc base rate plus a £25 admin fee.

Cancellations and course date alterations by LTD

It may be necessary to alter course content and timings, even the trainer, the date of the course or the venue. If a course is cancelled by LTD, the delegate will be offered the next available course date, if the delegate is unable to attend any future dates a full refund will be provided.

Discounts

Leadership Through Data offers a 10% discount for more than one delegate from the same company when courses are booked at the same time. This can either be on the same course

or a combination of courses, however clients must be from the same organisation. These discounts cannot be used in conjunction with any other discount or offer.

Bespoke Training Course

Fees

Companies are asked to pay the fee within 28 days of the date of the invoice. **Invoices must be paid before the course date.**

Course Deferment/Cancellations/ Refunds

If an in-house course is cancelled more than 40 days before the date of the training course, this will be subject to a 25% administration fee. Then the following charges will apply.

Prior to Event Date	Deferment	Cancellation
39 to 30 Days	50% of course fee	50% of course fee
29 to 15 days	50% of course fee	100% of course fee
14 to 0 days	100% of course fee	100% of course fee

Refunds

LTD will not provide any refunds if the course is cancelled within 30 days of the training being held. If this situation occurs the full invoice remains payable.

Late Payment

LTD reserves the right to charge a late payment interest on any outstanding invoices. This is charged at 5.75% in line with Barclays Bank Plc plus a £25 admin fee.

Discounts

Leadership Through Data offers a discount when two bespoke inhouse courses are booked at the same time. These discounts cannot be used in conjunction with any other discount or offer.

Administration Information

All course additional reading, exact venue location and course timings, will be sent to the delegate by email two weeks prior to the event. We will not be responsible for the non-arrival of registration information. Any delegate who has not received the registration information, a week before the event, are asked to contact the office on 01206 807267.

With all training bookings, the liability of LTD will be limited to the amount invoiced and paid by the delegate. Delegates are therefore encouraged not to confirm or book travel or

accommodation until they have received the exact course location and times. Leadership Through Data cannot be held responsible for events that arise outside of its control.

Additional

All our courses operate under Chatham House Rules and therefore recording of the trainer, delegates or any course content is not permitted without prior consent from all parties present on the course. If consent is given, any party may request the recording is stopped at any time or content is deleted up to and including after the course has finished which must be acted upon immediately.