

## **Terms & Conditions**

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### **Booking of training**

Training bookings may be made by telephone, email, fax or letter. Telephone bookings must be confirmed by signing and returning the training agreement provided

Confirmation of a booking is binding

Any **changes** to training times must be notified within 7 days prior to training

Any **changes** to delegate numbers must be notified within 7 days prior to training

If a delegate arrives late for a course or is absent from any session, SSTAR reserves the right to refuse to accept them for training if it is felt they would gain insufficient knowledge or skill in the time remaining. In all such cases, the full course fee remains payable. (To conform with CIEH and HABC requirements for Statutory Certificates, attendance at all sessions is mandatory.)

Should SSTAR have to re-arrange a training course for circumstances beyond its control, new dates will be discussed and agreed

### **Cancellation of training**

Should you have to cancel a training course and cannot transfer your booking to another date at the time of cancellation, the following charges will apply

Training cancelled with 28 days written notice or more, fully refundable

Training cancelled with 21 days written notice or more days, 50% refundable

Training cancelled with less than 21 days written notice, no refund shall be given

If a delegate does not attend a course and has not previously informed us, the full course fee remains payable.

### **Terms of payment**

All payments will be made within 14 days of receipt of invoice or in advance with your booking. Payment outstanding beyond 14 days and more, will incur interest charges at 8% above bank base rate

Payments should be made payable to SSTAR Limited

All payments should be made via BAC's where possible

Prompt payment will ensure certificates are issued on completion of training

### **Training rooms**

Training areas/rooms must be large enough to comfortably take the maximum numbers training

All training will be conducted at the client's premises (onsite) unless otherwise stated

Training rooms should be clean and suitable for practical training methods