



## Terms and Conditions

Urban Training Limited undertakes to provide training and consultancy services subject to the following terms.

We require full payment in advance of your booking to reserve your space on a course. We request a minimum advance booking notice of seven days for Urban Training Limited courses and between 14 and 28 days for Royal Environmental Health Institute of Scotland (REHIS) courses, but we will endeavor to accommodate courses at shorter notice subject to availability.

Urban Training Limited will deliver training courses to the Client, at a location agreed between the parties, in a professional manner, unless venue is previously stated by Urban Training Ltd.

Urban Training Limited will provide consultancy to the Client, at a location agreed between the parties, in a professional manner.

The Client will assume full responsibility for the security of equipment while on their premises, and assume full liability for insuring any equipment belonging to Urban Training Limited while that equipment is on a client site or any site nominated by the client.

Urban Training Limited retains the right to alter the nominated trainer without prior notice, should it be necessary.

Urban Training Limited charge a fixed rate per person per training day, or will charge an agreed group rate, depending on initial agreed training requirement, and inclusive of all costs (within a 30-mile radius of our Glasgow base) but excluding VAT. Any courses presented out with the 30-mile radius of Glasgow will have travel charged at 40p per mile, and subsistence charged at a flat rate of &#pound;100 per night where required.

Payment terms are as follows:

- \* Training: stated full payment to reserve your place on a course.
- \* Consultancy: 50% on confirmation of booking and full balance to be paid on delivery of works.

Urban Training Limited reserves the right to charge interest on any outstanding balances at a rate corresponding to 8% above the base rates published by the Bank of Scotland, and applied on a daily basis.

Should the client have any reason for complaint, this must be submitted in writing to Urban Training Limited within seven days after the course delivery date or consultancy delivery date.

Our policy on cancellation is as follows :

Courses cancelled or postponed by the Client-

More than 21 days in advance : no charge

Between 7 and 21 days in advance : 50% of fee chargeable

Less than 7 days in advance, or non-attendance by delegate(s) : full fee chargeable

Courses cancelled or postponed by Urban Training Limited :

Urban Training Limited reserves the right to postpone or reschedule any course, without penalty, if circumstances out with our control makes it impossible or impracticable to deliver a pre-booked training course or consultancy. These circumstances could include, but are not restricted to, inclement weather conditions, illness or mechanical problems.

Any amendment or alteration to these Terms and Conditions must be agreed in writing between the parties in advance of any training or consultancy taking place, and are deemed to be effective until superseded and notified in writing.

#### Appeals and re-sits

Certain courses have facility for re-sits and/or appeals should they be required. Further details on these procedures can be obtained from Urban Training on request.