



To secure your booking and avoid disappointment please follow our terms below:

1. Booking a course

Bookings may be made by email or posting a completed course booking form. Telephone bookings should be confirmed in writing by also completing and return a booking form as above.

Quali Ltd acceptance of your booking brings into existence a legally binding contract between us on these terms and conditions. Any term sought to be imposed by you in any purchase order or correspondence will not form part of the contract.

2. Payment Terms

Our standard payment terms require either full payment or a 20% deposit of the total price taken at the time of booking to secure your course unless otherwise agreed. The remaining balance will become due no later than 28 days prior to the commencement of your course.

Where bookings are made within 28 days of the first day of your course full payment will be required at the time of booking. Payment can be made by credit/debit card, Direct Debit, cheque or BACS.

3. Payment by Invoice

You may request an invoice to confirm your booking, to do so please complete the company billing details section found on the booking form. Please quote purchase order numbers where applicable and enclose a copy with the return of your booking form. Our standard credit terms for invoice customers are 30 days from date of invoice, regardless of the date of your course.

4. Transfers of Dates

Should circumstances mean that you need to transfer course dates the following charges will apply, dependent on the notice given:

- First transfer, made more than four weeks prior to the course start date - no charge
- Two to four weeks' notice given - 25% of the course fee
- Less than two weeks' notice given - 50% of the course fee

All transfers must be within a period of six months.

5. Cancellations

Should circumstances mean that you must cancel your course and are unable to transfer to another date at the time of cancellation, the following charges will apply:

- More than four weeks prior to the course start date - no charge
- Two to four weeks prior to the course - 50% of the course fee
- Less than two weeks prior to the course - full fee

Cancellation must be made in writing by post, email and received by the due date.

6. Warranties

Quali Ltd warrants that:

Courses supplied will be conducted in a professional manner in accordance with generally recognised practices and standards and it will provide appropriately qualified and experienced instructor(s) to deliver courses using suitable course materials.

7. Certification

Certificates are provided for successful completion of training/assessment as appropriate and are supplied only following full settlement of course fees. Interest of 3% of the course amount will be chargeable after 28 days of the last day of the course.

8. Obligations of the Customer

You should ensure that every effort is made to guarantee that courses can take place at the agreed location, date and time and that the facilities are acceptable for training to commence. You should ensure that all delegates meet the prerequisites required for the arranged training. If our instructor is unable to carry out the training, in the instructor's opinion, due to a failing of the above obligations the full course fee will remain payable and no refund will be provided.

9. Unforeseen Circumstances

On very rare occasions, unforeseen circumstances may require us to cancel a course. In such circumstances, you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.

10. Sub-contracting

Quali Ltd may assign or sub-contract the whole or any part of the Contract to any person, firm or company.

11. VAT

All course fees are subject to the current rate of VAT (valid exemptions only).

12. Copyright and Intellectual Property Rights

Copyright and all intellectual property rights for all Course Materials shall remain the property of Quali Ltd. The Customer agrees not to reproduce, sell, hire, photograph or copy Course Materials (in whole or in part) and not to use such materials except for the purposes of post course reference or as specifically agreed with Quali Ltd.

13. Distance Selling Regulations 2000

We abide by the applicable elements of the Distance Selling Regulations 2000.

14. Course fees and Terms & Conditions

Quali Ltd reserves the right to change course fees, terms and conditions at any time.