



TERMS & CONDITIONS - COURSES

1. REQUESTING A BOOKING

There are various methods in which you can obtain a booking form for your desired course. The options are either by the website (www.lactraining.co.uk), by telephone (07759 037 527) or by email (info@lactraining.co.uk).

2. BOOKING ACKNOWLEDGEMENT

Once we have received your booking request with your non-refundable deposit, we will reply to you once we have checked the availability of either the course or of the Instructor(s) - We aim to do this as quickly as possible!

3. CONFIRMATION

If there is space on the requested course then we will issue by email (unless otherwise stated) a letter of confirmation. The letter will explain all the course details and any requirement of the candidate before and during the course.

Approximately **4 weeks** prior to the course starting you will receive an invoice for the remaining course fees. This must be paid **in full** by the date shown on the invoice. Once the course fees have been paid you will receive your final course confirmation by email (unless otherwise stated).

4. RESERVE SPACES

As there are limited places on all courses unfortunately we cannot offer everyone a space. If a course is full we will take standby bookings in case a place becomes available. If a place does become available for you while on the standby list, you will be informed as quickly as possible.

5. COURSE PAYMENT

Full payment for a course is required before the course starts and all payment details will be clearly displayed on the invoice that will be sent to you as detailed in section 3.

Payments can be made by cash, cheque (payable to LAC Training) or bank transfer - all information will be detailed on your course fees invoice.

6. COURSE DEPOSITS

Deposits for all courses are non-refundable

7. CANCELLATION BY CUSTOMER

If a candidate requires cancelling their space on a course that they are booked on to with LAC Training then they must submit this request by post or email (info@lactraining.co.uk) at the earliest opportunity.

If your cancellation is:

- **More than 2 weeks** before the start of the course - * **COURSE FEES RETURNED**
- **Less than 2 weeks** before the start of the course - * **50% COURSE FEES CHARGEABLE / RETURNED**
- **Less than 7 days** before the start of the course - **FULL COURSE FEES PAYABLE**

* In any case where fees will be returned, this will be *less* the non-refundable deposit

If the candidate does cancel we will make every effort to make arrangements for the same course at a different time.

8. COURSE CANDIDATE FAILS TO ATTEND A COURSE

If a course candidate fails to attend a course then then **the full course fees is chargeable / no refund will be given.**

9. CANCELLATION BY LAC TRAINING

In exceptional circumstances, a course may need to be cancelled, although this is a last resort.

We reserve the right, to cancel a course at any time and offer a reasonable alternative date and venue, or issue a credit or a refund without any liability for consequential or indirect loss.

In the event of a course being cancelled, customers will be contacted and given as much notice as possible, unless cancellation is due to unforeseen and exceptional circumstances.

10. CANDIDATE BEING REMOVED FROM COURSE

In the unfortunate event that a candidate has to removed from a course for any reason there will be **no provision for a refund.**

11. OTHER

It is essential that the application packs and pre-course information sheets are read and understood as these points also incorporated in to making the terms and conditions for the course.

12. COMPLAINTS

In the unlikely event that you are not satisfied with the services that you have received from LAC Training then you have the right to let us know. You can write to us by post or email. Alternatively if you would like to speak to one of the team then you can call us direct.

If you are impressed with the services that you have received from LAC Training then please contact our Team and / or leave a review at www.lactraining.co.uk ☺

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W: www.lactraining.co.uk **E:** info@lactraining.co.uk **M:** 07759 037 527