

TRAINING

Terms and Conditions

1) CONFIRMED BOOKINGS

We will get in touch with you, once you have confirmed your booking. Read our Privacy Policy for more details on how we collect, use and store your data.

2) FEES

Full payment must be made at the time of booking unless you are a Prolifics Testing account holder. If you are an account holder, payment must be received at least 14 days before the course commences. The fees cover tuition, all course documentation and materials.

3) PAYMENT TERMS

Payment terms are immediate for non-account clients or 14 days prior to the course start date for account holders. Any account holders with different payment terms must contact Prolifics Testing to discuss their requirements upon booking.

Only clients who have paid the full amount in advance will be entitled to attend the training course. Cancellation terms apply to delegates who do not comply with the payment terms.

4) SUBSTITUTIONS

Direct substitution of a delegate(s) on a particular course may be made without penalty, provided that a minimum of one week's notice is given. Substitutions can only be made on a like-for-like basis. I.e, one delegate can be substituted for another on the same course (not on a course to take place in the future).

5) TRANSFERS

In exceptional circumstances, and at the sole discretion of Prolifics Testing, transfers to another presentation of the same course may be allowed, providing the cancellation request is received no later than two weeks before the course start date. Where permitted, only one transfer per delegate will be considered. Transfer requests not accepted will fall in line with the terms and conditions on Cancellations (6) below.

6) CANCELLATIONS

All cancellations must be confirmed in writing and are subject to the following charges:

- More than 4 weeks in advance = no charge
- 2 – 4 weeks in advance = 50% of the course fee
- Less than 2 weeks in advance = 100% of the course fee

We do try to apply discretion depending on the circumstances of a cancellation, but reserve the right to apply the full cancellation fee. If your cancellation is illness-related, please contact us as soon as possible. We may, at our discretion, transfer your booking to another presentation of the same course.

7) CANCELLATIONS BY US

If for whatever reason we are unable to run the course at the scheduled time, we would do our utmost to reschedule. However, by booking a course, the client indemnifies and holds harmless Prolifics Testing from and against any and all costs, damages, expenses, and losses, howsoever caused, which are incurred by the client. We endeavour to inform you of any cancellation by us as soon as possible.

8) PAYMENT PROCESSING BY STRIPE

We use Stripe to process payments made to book our training courses. Stripe has been audited by a PCI-certified auditor and is certified to PCI Service Provider Level 1. This is the most stringent level of certification available in the payments industry. To accomplish this, they make use of best-in-class security tools and practices to maintain a high level of security. Read our Privacy Policy for more details.

CONTACT US

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