

### Booking Procedure

Provisional Bookings can be made and must be confirmed within 5 working days by receipt of a completed Course Booking Form. Firm Bookings will only be accepted on receipt of written customer confirmation. Signed booking forms are deemed to be purchase orders. Payment is not required at this stage. An invoice will be sent separately giving payment details. Cheques should be made payable to The ReallyUK Co.

### Fees

All training is payable in advance of the course. This can be done either by cheque payment, or if your company has a credit agreement with The Really UK Co Ltd, by providing an order number when booking the course. The quoted fees for all courses include documentation and, unless otherwise stated, lunch and refreshments at course breaks. For residential courses, the fees also include accommodation, breakfast and dinner. Delegates are responsible for their own incidental expenses. VAT will be added to the cost at the pertaining rate where relevant. We do not accept credit cards.

### Cancellation Charges

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| 1. Cancellation up to and including 14 days in advance | 100% fee payable |
| 2. Cancellation between 14 days and 28 days            | 50%              |

### Delegate substitution

No charge will be made for a change of delegate, but for changes made shortly before a course we cannot guarantee the delegate will receive the case study material in time. Phone the cancellation or substitution through to Really UK immediately and post or fax written confirmation of the cancellation, signed by the person who authorised the original Booking Form to Really UK.

### Travel

Delegates attending courses are responsible for their own travel arrangements and accommodation. Delegates will be provided with a map of each location. The Really UK Co takes no responsibility for any accommodation booking made by delegates.

### Copyright

The copyright of all course material and publicity material is vested in The Really UK Co Ltd, except where stated. The course material may be reproduced in whole or in part, recorded, loaned, broadcast, stored in a retrieval system or displayed publicly by the delegate attending the course, provided the source is published at the same time and in the same material except where such copyright has been recorded as the right of a third party.

### Amendments

The Really UK Co reserves the right to amend the course content for public courses without notice. Course content for on-site courses will normally be as described in the current Really UK Co Course Brochure, except where otherwise agreed in writing with the client.

### Course Dates & Venues

The Really UK Co Ltd reserves the right to change any course dates as published in its schedule of courses.

The Really UK Co Ltd reserves the right to cancel an individual confirmed booking by sending written notice to the client not less than five days prior to the start of the course.

If The Really UK Co Ltd is unable to start or complete a scheduled course because of illness, or for any other cause beyond our control, and where no notice is given, we shall attempt to remedy such situations, but will not be liable for any consequential loss or expenses incurred by the client.

If The Really UK Co Ltd is obliged to change advertised course venues for reasons beyond its control, we shall provide as much notice as possible, but will not be liable for any consequential loss or expenses incurred by the client.

### Training on a customer site

The Really UK Co Ltd tutor group is prepared to travel to a customer's site to carry out training, both in the UK and other parts of the world providing that:

1. Two (2) calendar months advance notice is given. (This may be negotiable for training within Europe, but no less than 1 calendar month is normally acceptable.)
2. Confirmation in the form of a purchase order is received by The Really UK Co Ltd for the training at least 1 calendar month before the training is due to take place.
3. The customer can provide a suitable training facility complete with overhead projection facilities, screen, white board and the normal training aids.
4. The maximum number of students per course must not exceed either the capacity of the training facility or the capability of training support equipment.

While The Really UK Co Ltd will endeavour to provide quality training on a customer's site, they cannot be held responsible for training that is unsatisfactory, if in the view of the instructor, the training facilities or equipment are inadequate.

The training will be charged at a different rate than that shown on the Training Schedule to reflect the extra costs involved. Instructors travel and expenses will be added to the cost of the training.

For on-site training charges, please contact 01588 640650 if calling within the U.K. or +44 1588 640650 if calling from outside the U.K.

### Data Protection

Details of all client bookings are maintained on a secured database. These details may be used to advise clients of other Really UK Training products and services, but are not made available to any other organisations for any purposes.

If you do not wish your details to be held in this way, please advise us. If you wish to see a copy of the details we hold about you as an individual these can be provided on request subject to verification of identity.