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Business Terms and Conditions

Course Booking

Bookings may be made by phone, fax, or email. Verbal bookings must be confirmed in writing within 5 days of the provisional booking being made. Full joining instructions will be sent approximately two weeks before the course.

Course Dates and Venues

GBS Corporate Training reserve the right for reasons of illness of the tutor or other causes beyond our control to cancel the course, whereupon the customer will be offered another mutually convenient date, the refund of the course fee in full or a credit note which is valid for nine months from the date of issue. However, we will not be liable for any loss or expense of the client arising out of such cancellation. In addition, with respect to public courses, we reserve the right to change the venue, course content and/or tutor without prior notice.

Cancellation

Cancellation or postponement of a public course may be made in writing at any time. However, because the number of delegates on each course is restricted, late cancellation could damage or even cause a course to be abandoned. Therefore if a delegate withdraws - for whatever reason - during the 30 days before the start of the course, the fee will remain payable in full if the delegate's organisation is unable to nominate a substitute. Transfers to an alternative date made within 30 days will attract a 50% discount on the brochure price, provided the cancellation and transfer are made in the same transaction. This cannot be used in conjunction with any other discounts or offers.

The cancellation of an in-house event - for whatever reason - during the 30 days before the start of the course will require payment in full. Any credit notes issued are valid for nine months from date of issue.

Delegate Substitutions

If the company or individual would like to make a substitution please contact us on **0845 481 1644**. Except where a course includes an examination substitutions can be made at any time.

Fees Refund or Course Replacement

GBS guarantee to offer a full refund or replacement course if the attended course did not reflect the current published description. If the request is for a replacement course this course must be scheduled within 3 months of the original event. All claims must be sent to **theteam@gbscorporate.com** within 5 days of the attended course.

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