



UKAS Training Courses Terms and Conditions

Invoices

An invoice for the training course fee is raised on the day the booking form is processed.

A charge of £50.00 may be applied for the re-issue of invoices that are caused by incorrect or incomplete information being provided on the booking form at the time of booking.

Invoice payments are due immediately.

Your place on the course is not guaranteed until payment is received.

UKAS does not accept the terms and conditions of other companies.

Cancellations

A full refund will be provided for cancellations received more than thirty working days before the commencement of the training course.

A refund of 50% will be provided for cancellations received between fifteen and thirty working days before the commencement of the training course.

No refunds will be given for cancellations received less than fifteen working days before the commencement of the training course.

Substitutions

Substitutions will be accepted up to two working days before the course date. Details of the substitution must be notified to and acknowledged by UKAS.

Transfers

Transfer requests can only be accepted if the original course fee has been paid. Registered delegates who wish to transfer to a different date for the same course (subject to availability) can do so for the following charges:

- No charge for transfer notifications received more than thirty working days before the commencement of the training course.
- For any transfer requests received less than thirty working days prior to the commencement of the course you may be charged for any cancellation fees UKAS incurs from the training venue.
- An administration charge of £50 may be charged for transfer notifications received less than thirty working days before the commencement of the training course.

We will only allow transfer of course dates twice.



UKAS always strives to be flexible with delegates. Please notify us immediately if there are unforeseen circumstances which may prevent you from attending a course and we will do our best to book you onto a future course. However if you do not notify us the full course fee will be due as per our terms and conditions.

Amendments/Cancellations by UKAS

It may be necessary for UKAS to cancel courses, change course locations or amend course content.

In the unlikely event of a course being cancelled by UKAS, a full refund will be made unless the delegate wishes to transfer his or her booking to an alternative course date. For all bookings, the liability of UKAS shall be limited to the amount of the fee actually paid to UKAS by the delegate.