

BOOKING TERMS & CONDITIONS

Training course bookings

Delegates will be allocated a place once a booking has been received.

Delegate places on events/training courses will be allocated on a first come first served basis. Completing a booking does not guarantee a place.

If a course is fully booked, you will be notified and allocated a place on a future course.

We reserve the right to cancel your booking should you fail to attend by the terms of your joining instructions.

Acknowledgement / joining instructions

Organisations will receive an acknowledgement e-mail within 24 working hours to confirm that their booking has been received. If this is not received please contact PopiMark on 07717 317 444.

Joining instructions will be sent approximately 2 weeks prior to the event confirming the running of the course, detailing the date, start and finish times, venue and directions.

Please contact PopiMark if you have not received the joining instructions at least 1 week prior to the event.

Fees

Delegate fees contribute towards the costs of administration, the venue, lunch (if applicable), refreshments, trainer expenses and any materials provided by PopiMark.

For accredited courses, fees will include registration, books, assessment and certification.

Payment is required prior to course commencement.

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Course Deposits

A delegate can pay a non-refundable £25 + VAT deposit per course to both reserve and book a place on our advertised website prices. For multiple bookings, £25 + VAT will be required per delegate.

The remaining balance/payment must be received at least 30 days before the course start date (full advertised course price minus the deposit).

Failure to pay in full at least 30 days before the course start date may result in your place being cancelled.

If a delegate wishes to change a course date. This can be done at least 30 days before the course starts. In this case, you lose your £25 + vat deposit. However, you can pay another non-refundable £25 + vat deposit which can be used for your next course.

'In-house' booked courses can be reserved with a deposit of £100 + vat per course at our advertised website prices. The same terms as the £25 + vat deposit points as above stand. However, for an 'in-house' booking replace £25 + vat with £100 + Vat.

PopiMark reserve the right to request 'bespoke' deposits for both individual delegates wishing to attend one of our 'open' courses or companies wishing to hold one of our 'In-house' booked courses. Should this be requested, the same terms as the £25 + vat deposit or £100 + vat points as above stand.

Cancellation policy

Cancellations or postponement can only be accepted in writing or via email.

Postponement of any course (by PopiMark), payment will be carried over to the next future course date.

Should PopiMark cancel an event a full refund will be made.

Should delegates cancel, the following charges apply:

- **30 days or more** prior to the event – no fee
- **15-29 days** prior to the event – 75% of course fee
- **14 days or less** (or failure to attend or fail to attend by the terms of your joining instructions) – 100% of the course fee

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Substitute delegates will be welcome at any time before the course start date with no penalty charged.

Failure to pay by terms of invoice

Payment terms are strictly by the terms of our invoice (unless special arrangements have been made).

Certification

On successful completion of any course, delegates will receive a certificate.

Delegates who have successfully completed 'accredited' courses will receive their certificate by post. Should a delegate not receive a certificate, please contact us to arrange for a replacement. There may be additional costs incurred for this service.

Delegates who have successfully completed a 'bespoke' course will receive an electronic certificate by email. If a hard copy of a certificate is required this will incur an additional cost.