



Training course terms and conditions

The purchase of training from TeleSpeak Limited ('TeleSpeak') signifies acceptance of the following:

1. Reservations for places on public courses and booking for private training may be made by website, telephone, e-mail, fax or post.
2. Places on public courses, or the running of a private course is only *confirmed* on receipt of full payment of the course fees in advance of the course date.
3. Cancellation of a *confirmed* course by students (or representatives of students): No refund of course fees is available. Students who do not arrive for the course by 12.00hrs on the first day of the course (unless prior arrangements have been made) will be treated as cancellations – 100% of course fees will be retained by TeleSpeak.
4. TeleSpeak will move *confirmed* students on request from one scheduled course to another (subject to availability) at no cost up to 5 working days before the start of the class on which the student is booked. The alternative course being selected shall be no more than 6 months later than the original date.
5. TeleSpeak reserves the right to cancel or postpone any publicly scheduled classes or privately booked training, and will offer a full refund of any payments made or a move to alternative dates. TeleSpeak shall have no further liability arising out of such cancellations or postponements.
6. TeleSpeak will identify the trainer of each course in advance and reserves the right to provide a suitably qualified alternative if unforeseen circumstances arise.
7. Attendance of any training run by TeleSpeak does not guarantee success in any accreditation programmes.
8. Any damage caused to training equipment or the training venue by a student will be the entire responsibility of the student.
9. Training courses and certification programmes may be cancelled without prior warning with a 100% refund of course fees if severe weather or local or natural disasters affect class participation and/or delivery of the training.