



Terms & Conditions for In-House Training

Availability.

The availability of our trainers changes regularly. Where we have provided provisional dates for delivery of your training, these reflect our availability at the time of the quotation.

Provisional dates can only be held at the discretion of the director, and to be fair to other clients multiple dates cannot be held. Provisional dates will only be held for 2 weeks. Without further contact, any dates we are holding for you will be released. No date can be held indefinitely.

Where provisional dates are being held for your training, it is your responsibility to confirm this date remains available when booking. Please do not commit to venue hire until McCrudden Training has confirmed that the tutor remains available for course.

Venue.

The training environment has a significant impact upon the experience of the learner - most of us have attended courses where we felt uncomfortable and found it difficult to concentrate, or the trainer didn't have access to the equipment they needed so some of the value of the course was lost.

To ensure you get the maximum return from your investment in training, please discuss venue requirements with our team when booking your training.

Group size.

McCrudden Training usually works to a maximum group size of 12 learners per workshop. This helps to ensure the quality of the training, making sure that all learners have sufficient time to ask questions, and the trainer can provide appropriate support to group work. Any quotes we have provided will be for training up to 12 people, unless otherwise stated.

Should you need training for more than 12 learners, please discuss this with us as soon as possible. For large groups, we may recommend 2 trainers to facilitate your workshop and this may affect the price quoted.

Cancellation.

We accept cancellation without penalty **up to 3 weeks before** the course date. Any cancellation made less than 3 weeks prior to the date of the course will incur a cancellation fee of 50% of the cost of the training.

Where a course is cancelled and re-booked for an alternative date, at the discretion of the director(s), any cancellation fee may be waived. However, should the re-booked course subsequently be cancelled a 50% cancellation fee will apply regardless of the notice period given.

Company Number: 7549902

Registered Office: Room B44, Temple Grove, Compton Place Road, Eastbourne, East Sussex, BN20 8AD

Fees.

The fees cited in quotations are valid for a period of 4 months, and include design (where necessary) and delivering of training, provision of delegate manuals and trainer equipment with laptop and all training materials. The price of any quotation made more than 4 months ago is subject to change.

Payment.

Our fees often represent work undertaken prior to the delivery of any training or services. To reflect this credit facility wherever the total cost of the work exceeds £1,200 we will invoice for 50% of the fee upon confirmation of the booking. For work valued below £1,200 an invoice will be forwarded following completion of the training.

Payment is respectfully requested within 21 days of the invoice date. Where payment is not received within 21 days, we reserve the right to add interest to overdue payments at a rate of 8% above base rate.

Additional Costs:

McCrudden Training provides services UK wide, but where our trainers are asked to travel more than 10 miles, this is charged at 45p per mile, or reimbursement of train fare as agreed.

If a trainer would be required to leave home before 7.15am to reach a venue, overnight accommodation and subsistence is required. Any additional costs related to this will be included in the final invoice. McCrudden Training make sure we book the best value available and costs will be agreed with the client prior to the training.