



PUBLIC TRAINING TERMS AND CONDITIONS

Fees

All NQA Training courses listed are subject to VAT at the current rate. Course fees include tuition on the day(s), all relevant course materials, lunch and refreshments.

Special requirements

NQA will make every effort to accommodate special requirements that have been notified in advance on the booking form.

Joining instructions

Joining instructions including outline of the day, venue details, location and trainer will be issued approximately 2 weeks from the course date. If you have not received your joining instructions prior to the training course please email training@nqa.com. NQA will not be held responsible for non-receipt of joining instructions and refunds will not be issued under such circumstances.

Course transfers

There is no charge for transferring your booking to the same course on an alternative date provided you notify NQA in writing up to 21 working days before the start and that there is availability. However, a transfer fee of £25 (plus VAT) will be payable if the notice is received less than 21 working days before the start of the original course. No refund will be made in the event of a transfer. No more than one transfer will be allowed. Requests to transfer a course must be made in writing and can be sent by email to training@nqa.com.

Course cancellation

If you notify NQA in writing up to 21 days before the start date of a course, you will receive a full refund less a late cancellation fee of £100 (plus VAT). If you withdraw for whatever reason within the 21 day period, the full fee will remain payable if you are unable to nominate a substitute attendee. Substitutions should be received by NQA at least 48 hours prior to the course start date. An invitation letter can be provided by NQA for those participants as long as payment of the course fee has been received.

Non-attendance

If you fail to attend the course on which you are booked and have not given prior notice to NQA then the course fee will remain payable in full and no transfer will be allowed.

Cancellation by NQA

In any case where circumstances are beyond our control NQA reserves the right to cancel or postpone the course. Candidates will be notified immediately and an alternative date and/or venue will be given. Compensation will not be paid for any additional costs incurred.

Liability

NQA does not accept responsibility for anyone acting as a result of information or views expressed on its training courses including course material. Opinions expressed are those of individual trainers and not necessarily those of NQA.



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