

# BOOKING TERMS & CONDITIONS

Tanner James will invoice for courses on acceptance of a quotation or registration.

Full payment for courses is due prior to course commencement unless a purchase order is provided or other terms are agreed to in writing.

Cancellation and postponement periods, as set out below, will apply regardless of booking proximity to the course delivery date.

## Postponement or Cancellation Terms

Cancellation or postponement of courses, exam preparation sessions, exams and assessments must be made in writing and will incur the following charges:

Product	Period /Within	Postponement	Cancellation
Course	16+ working days	0% of course cost	0% of course cost
Course	11-15 working days	25% of course cost	25% of course cost
Course	6-10 working days	50% of course cost	50% of course cost
Course	1-5 working days	100% of course cost	100% of course cost
Course	≤ 1 working day	100% of course cost	100% of course cost
Exam Preparation	10 working days	50% of session cost	50% of session cost
Examination	10 working days	Exam price	Exam price
E-Learning	100% after payment of invoice or provision of logon		
Assessments	100% of assessment fee once assessment begins		

Delegates must meet their postponement or cancellation liability, as set out above, before a booking will be accepted on another course.

Where multiple offerings are booked and/or cancelled, these terms and conditions will apply to each offering separately.

Except where a course has commenced, delegates can be replaced at any time without charge.

Postponement charges for a delegate may be waived if a valid medical certificate is provided.

Where cancellation or postponement is for an in-house training course, the postponement or cancellation percentages, as set out above, will be charged on the quoted in-house training course price in-full or on the minimum course price where delegate pricing has been quoted.

Where cancellation or postponement is for an in-house training course, which was to be conducted at the Tanner James Education Suite, the postponement or cancellation percentages, as set out above, will be charged on the daily room hire rate as quoted.

Where Tanner James cancels a course, for any reason, the only liability accepted by Tanner James is a full refund of the fees paid for the cancelled course.

## Enhancing Your Programme and Project Management Capability

