

Course Booking Conditions

- It is our policy to run quality courses with limited numbers for maximum training effectiveness. When bookings have been accepted and confirmed by Schottlander, subsequent cancellations by the client will result in the following refund:
 - a) **28** or more days before commencement of course **80% refund**
 - b) **15-28** days before commencement of course **50% refund**
 - c) **1-14** days before commencement of course **No refund available**
- Transfer to another course may be made at the Company's discretion if seven days or more notice is given.
- We cannot make transfers less than 7 days before the course start date. We work with limited numbers and a late cancellation may have prevented someone else from attending. Please note substitute delegates are acceptable right up to the start of the course.
- Please note that in order to confirm your place on any of our published courses you should return the completed Course Registration Form together with the full course fee to Schottlander. Anyone registering less than 7 days before the course date will, where possible, be offered a place on the course. However, should the course be fully booked, Schottlander reserves the right to transfer the booking to the next available and acceptable course.
- We will endeavour to run all published programmes. When a course has to be cancelled due to situations beyond our control, we will offer a mutually convenient substitute course or a refund of all fees paid. ***Please note: We do not advise making any travel or accommodation arrangements more than 28 days in advance of the course.***
- Our published fee is inclusive of all necessary equipment, materials and lunch but please bring protective clothing and personal hand tools if required. For some courses we recommend the use of Safety Glasses where appropriate. Please note that lunch will only be provided for full day courses.
- Confirmation of your place will be sent on receipt of your completed Course Registration Form and the appropriate fee. At a suitable time before the course date, a provisional schedule including start and finish times will be sent together with venue details.
- For further information or assistance please contact the Schottlander Education & Events Coordinator direct on: **01462 704 633** or email: **courses@schottlander.co.uk**