



## **Terms & Conditions**

These terms apply to our ONLINE courses.

Completion of the online booking form is confirmation of purchase of a place on the training course and agreement to pay the appropriate course fee before the invoice due date.

If you cancel your place more than three weeks before the course date, a £5.00 administration charge is payable. If you cancel within three weeks, the full fee will be payable.

Payment must be made online in advance of the course OR within 30 days of the date of the invoice, which will be emailed on or soon after the date of booking. Pre-paid bookings will be given priority over unpaid bookings.

The Benefits Training Co. (BTC) reserves the right to cancel the course at any time before the course date if there are insufficient bookings.

If payment has been made and we cancel the course, we will either offer you a credit for a future course or a refund via bank transfer.

Participants will receive a course reminder within two weeks of the course date.

Following discussion and agreement with the Benefits Training Co., course places may be transferable on ONE OCCASION per module to other staff within your organization or onto another module. The facility to transfer course places depends on other bookings and is not guaranteed.

Participants will receive an e-certificate after each completed module. They must attend FOUR modules in order to access 12 months' post course support, which includes access to our free webinars. Participants can either complete modules 1-4 of the same course (recommended) or a total of any 4 modules from different BTC courses to obtain access to our post course support. Post course advice is reserved for course participants only and cannot be transferred to other individuals within an organization.

Details of how to access the advice service will appear on each participant's e-certificate, issued after completion of the course.