



Terms & Conditions

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 £37.50 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 refund the total cost, excluding related expenses such as travel and accommodation.

The Benefits Training Co. will endeavour to confirm the course within two weeks of the course date.

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

It is the responsibility of participants to inform The Benefits Training Company before the course if they have any dietary, health, disability-related or religious needs or requirements, that will necessitate special provision during the course.

Every named participant on BTC open courses will have individual access to case-related benefits advice from our specialist advice service for up to 12 months following the date of the course. 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 on or after the course.