

Postgraduate diploma in internal communication management

Course Booking Form

Please email completed form to enquiries@capita-ld.co.uk or fax to 0870 400 1099.

Delegate Details	
Name	
Telephone	
Email	
Job Title	

Company Details	
Name	
Address	

Booking Details	
Purchase Order Number	
Special requirements	

Thank you for your booking.

Phone. +44 (0)800 022 3410
enquiries@Capita-LD.co.uk

Booking Terms & Conditions

Booking

By proceeding with making a booking you are offering to reserve a place on the stated course. This offer will be open to acceptance by Capita Learning & Development who will confirm by email and/or telephone within 2 working days.

Payment

Course fees must be paid in full, either at the time of booking or upon receipt of an invoice. Capita Learning & Development reserves the right to re-allocate the course place to another delegate 20 working days prior to the course start date, where the fees have not been paid in full at that time.

Late payment

In the event of late payment, Capita Learning & Development reserves the right to charge interest on all outstanding amounts at the rate of 2% per calendar month or part thereof from the last date that payment was due to the date that payment is made.

Transferring courses

The following additional charges will apply if you wish to transfer your booking to a later course date:

- 21+ working days before a course = 0% of the course fee
- 5-20 working days before a course = 50% of the course fee
- 1-4 working days before a course = 100% of the course fee

To transfer a delegate please call us on 0800 022 3410.

The transfer option only relates to delegates who are transferring to a different date on the same course. The choice of course date must be specified at the time of transfer (else the instruction will be considered a cancellation). The option to transfer delegates can only be used once, after which any movement will be considered a cancellation. All outstanding invoices will remain due, irrespective of the number of working days notice given for the cancellation.

Substitute delegates

You can transfer a place on a course to a substitute delegate free of charge at any time prior to course commencement, or prior to any advised preparatory work.

Cancelling courses

The following charges will apply if you wish to cancel a course:

- 21+ working days before a course = 20%
- 1-20 working days before a course = 100%

Cancellations must be received in writing via email to courses@capita-ld.co.uk and must contain the full booking details including organisation name, booking and delegate contact details. Your cancellation will be confirmed in writing along with an invoice for any fees due.

Rates

The rates quoted are correct at time of publication and (that is the earliest course date published within) and 90 days thereafter. Capita Learning & Development reserves the right to alter these prices outside this period.

Course dates, venues & postponement

Capita Learning & Development reserves the right to alter course dates and venues without liability. We may be required to change a course location, course date, or to postpone a course as necessary. We will endeavour to give the delegate as much advance notice as possible of any such change. If the delegate is unable to attend a course at the revised location or date, we will credit 100% of any prepaid course fees against a future course or, if requested, refund those fees. In the event of cancellation, where an alternative cannot be provided in respect of a specific

course, a full refund will be offered. We cannot offer refunds for cancellations outside our control; these would include adverse weather conditions, major incident or industrial action. We will not be liable for any other costs incurred including (for example) travel charges or any consequential damages, even if we were advised of these costs.

Course outlines

In order to respond rapidly to changes in market demand Capita Learning & Development reserves the right to alter its course content and/or trainer at any time.

Course notes and training

Capita Learning & Development 's course notes and training cannot be relied upon for legal interpretation. Neither Capita Learning & Development nor its employees, trainers or consultants can accept responsibility for the actions of delegates, or those of other people reading the course notes, or responsibility for any loss incurred as a result of relying on the course content or the course notes.

Free course guarantee

If you are not completely satisfied with your chosen course, and you are able to provide substantiated reasons for your dissatisfaction, we will offer attendance on an alternative 1-day course within a 6-month period from the end of the initial course you attended.