



1. Any course /consultancy service booking can be made by, telephone, email, Web site form or letter. All such bookings will be confirmed in writing and an invoice will be issued the month prior to the course date if booked in excess of 1 months' notice
2. Payment is required within 14 days of invoice date or prior to delivery of any course or consultancy service, whichever is sooner. No course certificates or consultancy reports will be despatched until all due fees have been paid in full.
3. The following cancellation / postponement fees will apply:
 - . 15 -28 days' notice before course / consultancy start date £20.00
 - . Less than 12 days' notice before course / consultancy 25% of Invoice
 - . Less than 7 days' notice before course / consultancy 50% of invoice
 - . On the day of the course / consultancy Payment in full
4. The above cancellation / postponement fees apply equally to bookings for open courses. The full invoice fee is due if a delegate does not attend an open course and has not contacted enSuda prior to the course commencing.
5. enSuda reserves the right to cancel any course if the number of delegates is insufficient so as to run a viable course. An alternative date will normally be offered.
6. enSuda reserves the right to change the trainer or the date of training in cases where our trainer becomes unavailable at short notice enSuda will make every effort to supply an alternative tutor or to rearrange the course to a mutually convenient date. In this rare occurrence, we will endeavour to let our client know as early as possible so alternative arrangements can be made. No liabilities will be incurred by our company in this instance
7. In order to conform to Health and Safety Executive and other regulatory bodies requirements for statutory certification, it is mandatory that delegates attend all course sessions for full the full duration
8. Any delegates attending the 2 day First aid at work Re –qualification course MUST produce a valid First Aid at Work Certificate at the start of the course. The certificate must not have expired more than 28 days after the first day of the Re-qualification course and also have been issued by an accredited Health and Safety Executive Training Provider.
9. Any delegates that become unruly or abusive to others during the class will be asked to leave the premises and will forfeit their payment in full and lose their right to certification
10. If a client has not paid their account from a previous booking, enSuda reserves the right to cancel any further bookings and charge a cancellation fee as appropriate.
11. Under the late payment of commercial Debts (Interest) Act 1998 and regulations 2002 the Company (enSuda) reserves the right to charge interest on invoiced amounts unpaid for more than 30 days. Interest will be calculated at the base rate (as set by the Bank of England) + 8%