

## **PUBLIC COURSES**

### **2006 Terms and Conditions**

In order that the aeo and Answers Training International provide the best possible service any delegate/company booking an aeo training course is obliged to abide by the following terms and conditions. Answers Training International will administer and invoice for all training courses on behalf of the aeo.

1. All training invoices must be paid to Answers Training International Ltd in full **prior** to the start date of the course. Any late payment will incur a 25% surcharge.
2. Any person booked onto a course may substitute a colleague at any time including on the day of the course but Answers Training International must be informed.
3. The following cancellation terms apply to all aeo public courses where delegate/company has written to inform Answers Training International of the cancellation.

29 days or more prior to course start date	= 100% refund
15 to 28 days (inclusive) prior to course start date	= 50% refund
14 or fewer days prior to course start date	= 0% refund
4. A person attending a course may transfer to the same course on an alternative date up to 2 weeks before the start date of the original course. A £50.00 administration charge will be levied by Answers Training International in such cases. If the request for a transfer occurs less than 2 weeks before course start date it will be deemed as a cancellation, and will incur the applicable cancellation charge and no refund will be made.
5. The aeo reserves the right to cancel any course up until the day before the course start date.
6. All training materials remain the property of the aeo/trainer and should not be reproduced without the permission of the aeo/trainer as applicable.
7. All delegates attending courses will be catered for. Any special dietary requirements need to be requested at least 7 days prior to the course start date.
8. The aeo does not pay for any parking/travel/hotel/accommodation/office bureau service or similar costs for delegates. Delegates are responsible for payment of any such 'extra expenses' prior to departure from the course.
9. Credit card bookings can be made; all credit cards will carry the surcharge that is charged to the association as set out by the financial institution.