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**TERMS AND CONDITIONS**

Please ensure that you have read our terms and conditions before making a booking with us.

**How to book and pay:-**

The majority of our bookings are now made by phone or email. Individuals and new business customers will be asked to make payment at the time of booking, by direct bank transfer on receipt of a proforma invoice, or by paypal as preferred.

Fees quoted are exclusive of VAT, which will be shown separately on the invoice. A VAT invoice will be sent to cover your payment.   If payment is made via a credit card (using a paypal link), a non‐refundable 2% fee will be added at the payment stage. The amount is not capped and there is no minimum charge. Fees will not be charged for payment via direct bank transfer.

For regular customers payment by cheque is also possible. Cheques may be posted to us at Landscape Training, 11 Hook Lane, Harrietsham, Kent ME17 1JN.

To accompany your course paperwork, VAT invoices are sent by post or email prior to the course. Existing customers have a period of credit extending to 30 days from the course start date.

Joining instructions including venue details and start times are sent out by email directly to confirmed delegates, or the main customer contact, approximately 10 (ten) days before the event. Once this has been done the service provided by Landscape Training is deemed to have started under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

**CANCELLATION POLICY**

We must recruit the minimum class numbers for our short courses in order for them to run. As you will appreciate, we can only afford to run classes if we recruit sufficient numbers. Therefore, we operate a cancellation policy, and in exceptional circumstances we may need to cancel a particular course. Exceptional circumstances will be considered on a case by case basis. If you have booked a course or assessment through Landscape Training by phone or email then this cancellation policy applies to you:

**What if I change my mind and wish to cancel within the ‘cooling off’ period?**

* You can cancel your booking and receive a full refund if you cancel within 14 days of the date you made the booking. This is known as a ‘cooling off’ period.
* If your course starts within 14 days of the date of making the booking (i.e. within the cooling off period), we will be entitled to keep all or part of your fee to fully cover our costs.  The service provided by Landscape Training is deemed to have commenced and you agree to waive your right to cancel your booking and receive a full refund under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

**What if I change my mind and wish to cancel after the ‘cooling off’ period**?

* After the ‘cooling off’ period has ended, provided you notify us more than 14 days before a course start date, you may cancel your booking and receive a full refund.
* You will not be entitled to any refund if you cancel a booking within 14 days of the course start date.

**What if I wish to change my booking and attend a different course?**

* If you wish to change your booking and you notify us of this at least 14 days before the course start date we will transfer your fee to another course.
* If you wish to change your booking within 14 days prior to the course start date, and the course you originally booked is still viable without your attendance, we may offer to transfer your fee to another course.  However, if your proposed change of booking would mean that the course you originally booked is no longer viable we will treat this as a cancellation within 14 days of the start date and no refund or transfer of your fee to another course will be available.

**Substitution**

* Delegate substitution may be made at any time. If the original delegate has already been enrolled for assessments or similar, an additional fee may be charged to cover the cost of external costs which are out of our control.

**What if Landscape Training has to make any changes to the course?**

* Unfortunately, in some circumstances such as insufficient bookings, tutor illness or other operational emergency, we reserve the right to change or cancel any course. In these cases, we will endeavour to notify you as soon as possible of any changes to the course and in the event of a course cancellation you will be refunded in full.

**Other Terms and Conditions**

* Applicable laws require that some of the information or communications we send to you should be in writing.   Please note that communication with us will be mainly electronic.
* Out of consideration for your classmates and the tutor, please switch off mobile phones unless you have the prior agreement of the tutor.
* Please help us to keep our records up to date by informing the course administrator if you have a change of email address, address or telephone number.
* Landscape Training aims to ensure that its courses are accessible to all. If you have any specific needs, such as dietary or access requirements, please advise us at the earliest possible time and we will contact you to discuss your requirements.  It is the responsibility of delegates to inform us about any specific needs or requirements they may have.

**Complaints**

At Landscape Training we are committed to providing a high standard of customer care. If you are not happy with any element of the service that you have received from us, please contact Cathie on 01795 890890 or email Louise at l.reynolds@landscapetraining.co.uk