



EXETER CITY COUNCIL BOOKING TERMS AND CONDITIONS

The Environmental Health Service of Exeter City Council aims to deliver a high standard of training. We do need accurate information concerning the numbers attending each training session and as a result we do implement penalty fees in the event of late cancellations or where candidates do not attend.

We respectfully draw your attention to the following booking terms and conditions.

1 The Contract

- 1.1 All initial and subsequent telephone bookings must be confirmed by completing the booking form enclosed and forwarding payment within 14 days of the start date for a Level 2 Award course, Manual Handling, Nutrition and Safer Food Better Business courses and 28 days of the start date for a Level 3 Award course or Level 4 Award course.
- 1.2 Exeter City Council will confirm the booking by forwarding a receipt.
- 1.3 This will then constitute a legally binding contract.

2 Cancellation

- 2.1 In the event of a cancellation or failure to attend the person/company making the booking shall be responsible to Exeter City Council for a cancellation charge as follows:

Notification within 14 days of the start of the Level 2 Awards, Manual Handling, Environmental Awareness	100% of course fee
Notification within 28 days of the start of the Level 3 Awards, Level 4 Award	100% of course fee
Failure to attend	100% of course fee

- 2.2 Cancellations outside of the time periods stated above will not incur a cancellation charge.
- 2.3 Where such circumstances arise Exeter City Council reserves the right to cancel any course without prior notification. A full refund will be offered or the opportunity to attend an alternative training session

- 2.4 Whilst every attempt will be made to minimise the disruption to candidates, Exeter City Council cannot accept any liability for any inconvenience or loss caused as a consequence of such cancellations.
- 2.5 In the event of unforeseen circumstances, which prevent a candidate attending, written representations seeking a refund should be made to the Head of Environmental Health Services at Exeter City Council, Paris Street, Exeter. EX1 1RQ.

3 Charges

- 3.1 Exeter City Council reserves the right to alter course fees but will not do so where a booking has been made without consultation with the candidate and/or the person/company who has made that booking, who will be given the opportunity to cancel without incurring the cancellation fees stated in paragraph 2.1.

4 Accounts

- 4.1 In the instance of a group booking where an invoice has been requested by prior agreement, Exeter City Council will hold the person/company specified on the booking form as responsible for settling the account.
- 4.2 Accounts should be settled within 28 days. Exeter City Council reserves the right to charge interest payable at 4% per annum above base rate on any account outstanding after this period.