



## **Partner Training Program**

### **Booking Terms and Conditions**

#### **Definitions**

1. 'Confirmed booking' means the firm agreement between ezCCTV.com Ltd and the customer or client for attendance at an event on specified dates.
2. A 'Reservation' means a booking that must be changed to a firm booking. Reservations will be held for up to 10 working days whilst course places remain available.
3. 'Waiting list' means a provisional booking for which no place is available.

#### **Booking Form**

4. Booking forms will not be accepted unless they have been authorised for payment.
5. Once a booking is accepted by ezCCTV.com, the organisation making the booking becomes liable for the relevant course fee, administration or cancellation charge.
6. Confirmation of your booking(s) will be sent to you once we accept your completed booking form, providing places are available on your chosen course.
7. ezCCTV.com reserves the right to run courses at a different venue to the one specified, when necessary. If this is the case we will inform you as soon as possible and provide you with information about accommodation, travel directions and any other relevant details.

#### **Fees and Payment**

8. Fees are payable at least 7 days in advance for non account customers or within the usual credit terms for account customers.
9. ezCCTV.com reserve the right to alter prices from those published.
10. Invoices can be issued on request for advanced payment purposes if required.
11. Payment may be enclosed with the booking form.

12. We accept payment of training course fees by:

- debit/credit card (details of how to pay will be on your invoice)
- cheques/BACS payable to ezCCTV.com ltd
- on account..

Receipts will be issued on request only.

### **Cancellation Charges**

13. ezCCTV.com reserves the right to cancel, postpone or otherwise alter the content or date of an event without notice. In such circumstances, ezCCTV.com may, at its own discretion, return any payment received without penalty of cancellation charge.

14. Cancellation charges apply when a suitable substitution is not made at the time of cancellation. Current charges are:

Cancellation charges	
Notice of Cancellation	Percentage of Event Fee charged
14 days or more	0%
11 –14 days	25%
5 – 10 days	50%
Less than 5 days	100%

Weekends are not included in the above calculations

15. If a delegate fails to attend a course (with no substitution or transfer having been made) this will be deemed as a cancellation and will incur a 100% fee.

### **Transfers and Substitutions**

16. Transfers and substitutions made less than 5 days prior to the original course date will incur a charge of £50 per delegate.

17. If a delegate is unable to attend an event, one substitution and/or transfer to another event is acceptable within the terms and conditions described above.

18. All requests for transfers or substitutions must be submitted in writing.

19. Organisations wishing to make a transfer or substitution must provide the name of the substitute delegate, and/or alternative event details at the time of the request otherwise the booking will be cancelled (see 14 and 15 above).

21. ezCCTV.com may, at its own discretion, waive the cancellation charge.