



CBK Training

Reservations

Initial course bookings should be made in writing to: cbktrain@gmail.com or by Quickfile quotation agreement.

Once agreement has been made between us, payment will become due.

When a training class is full CBK will hold your details on a reserve list and an alternative date will be offered where possible.

A sales invoice will be issued, confirming your delegate place, course description and date.

Payment for **bespoke or on-site training** should be made and **cleared funds** no later than 10 working days prior to the course commencement.

Payment for **public courses** should be made and funds cleared no later than 20 working days prior to the course commencement.

Every effort will be made to accommodate late bookings for public courses; however, a premium to the quoted rate will be applied and will vary according to the course and location.

Expenses to be charged by us will be confirmed prior to course booking and shall become due at the time course bookings are confirmed.

Payment & Fees

Payment is acceptable by:

Cheque made payable to: **CBK Training** or BACS electronic transfer

Credit Card via [clicking into your quickfile account via your quotation/invoice](#)

Paypal: cbktrain@gmail.com

Training spaces are allocated on a first come first served basis. Where a course is oversubscribed, delegate details will be held in a reserve list and an alternative date will be offered where possible.

Cancellation

A full refund of the course, less £25 administration fee, will be given for cancellations received up to 10 working days before prior to the event.

- 5 working days will incur 50% of the total amount quoted.
- Less than 5 working days notice will incur the total charge quoted.

There will also be no charges levied to the client when the client re-schedules the training dates however an Administration fee will be added of £25.

All Cancellations must be made in writing (letter or email) and reach this office within cancellation deadline.

Course Details

Location

Private Courses will be provided at your premises, Public courses at the designated location. Alternative locations can be accommodated subject to prior agreement and a possible cost variation.

Course Times

Courses are priced based on a 6 1/2 hour day. Unless otherwise agreed courses commence at 09.30 and finish at 16:00. Late arrivals will be accommodated if possible but not to the detriment of other participants. Breaks are included in this time.

CBK Training (Donna Curling t/as)

In association with Complete Book-Keeping Ltd
Office Address: 14 Highfield Road, Ringwood, Hampshire BH24 1RQ
cbktrain@gmail.com
www.completebookkeeping.co.uk
Tel: 07939-101900



CBK Training

The Delegate

Delegates are expected to behave in a polite and appropriate manner and adhere to set rules and regulations when attending courses. CBK reserves the right to exclude delegates or abandon the course in the event of disruptive, abusive or threatening behaviour by an individual or group of delegates. In such an event, no refund will be payable to the excluded delegate's organisation.

Private Training is provided for the registered delegate only and is based purely on the individuals who have booked with CBK. We do not allow any other person or persons to "sit in" on any training session unless it has been pre-agreed by the trainer concerned. All employers who wish to ask questions on any given Sage subject can ask the trainer after the training has finished or e-mail us with the questions before the training session begins.

Dress Code (public courses)

We ask that delegates attend in "business casual" attire.

Substitutions

Substitutions can be made at anytime subject to our being advised of the alternate delegate. In cases of substitution every attempt will be made to accommodate revised course needs but we will not be liable if the course is not totally suitable for the alternate.

Alterations

We reserve the right to make appropriate changes to the course timetable (including dates and locations) and content or to cancel a course due to circumstances beyond its control and liability shall be limited to the refund of fees paid in this instance.

Please note that this does not affect your statutory rights.

Copyright

Material supplied on courses is subject to copyright duplication in whole or in part is strictly prohibited.

Private Courses only

Installation

CBK cannot be held responsible for the following occurrences:

Loss of data to any clients system due to personal error, age of the system, its operating system, Random access memory (RAM) lack of, including back up of sage information or data during installation of, or upgrading of any sage software product.

Security

We reserve the right to refuse or terminate training before and during training if the trainer (s) has specific concerns about their personal security or safety. CBK reserves the right to charge a cancellation fee in such cases.

CBK for security reasons will only deal or provide training with businesses that provide proof of company name, address, company number and checkable client name contact information.

We reserve the right to refuse training to businesses where contact information provided does not tally with information from company's house or respective web facilities needed to check and verify company information.

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Acceptance

By making a booking you accept these terms and conditions.

Limitation of Liability

Except as otherwise required at law CBK Training's liability for any loss or damage is limited to 125% of the fees paid (excluding expenses).

Law

These terms and conditions are governed by the laws of England and shall be subject to the jurisdiction of the English Courts.

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