

**Payment Terms**

Standard payment terms are that all payments need to be made in full within 28 days from the date of booking confirmation or 14 days prior to the course start date, whichever is sooner, your payment due date is calculated as such. In the case of the 14 days prior (to the course start date) falling on a Weekend, your due date will be set for the first available working day prior to this. Non-payment by the due date will mean cancellation. Cheques will not be accepted below £120.00 and must arrive 5 days before the due date.

**Course Bookings**

All open course bookings should be made via the 1st ACT Ltd website (or an email in the case of website issues). All bookings will be confirmed by email (or letter upon request). In all cases an email reply is requested within 72 hours for your booking to be guaranteed. At particularly busy times, with just a few places left, no reply could mean cancellation.

**Course Transfers**

Should circumstances mean that you need to transfer to another 1st ACT Ltd course, the following charges will apply in addition to the initial course fee, dependent on the notice given:

Over 2 weeks notice prior to the course start date - no charge.

Within 14 days notice prior to the course start date - 50% of the course fee.

Within 7 days notice prior to the course start date - 75% of the course fee.

Within 48 hours or on the day transfers will be treated as on the day cancellations (please see below).

All transfers must be taken within a period of six months from the original course date.

**Course Cancellations**

Should circumstances mean that you have to cancel your course and you are unable to transfer your booking to another date at the time of cancellation, the following refunds will apply:

Over 2 weeks notice prior to the course start date - full refund minus a £5.00 admin fee.

Within 14 days of the course start date - 25% of the course fee.

Within 7 days of the course start date - No refund

Within 48 hours or on the day, cancellations will receive no refund and may be refused the option to rebook with 1st ACT Ltd. Cancellation must be made in writing (email or letter) before the dates given above.

**Non-Attendance**

If you or your staff member do not attend a course on the day, it will be treated as an 'on the day cancellation' (please see above).

**Late Arrivals / Missed Sessions**

If you or your staff member arrive late for a course or are absent from any session, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skill in the time remaining. In all such cases, rebooking will be required with no right to a refund. This includes sickness on the day.

**Unforeseen Circumstances**

On occasion, unforeseen circumstances may require 1st ACT Ltd to cancel a course. In such circumstances, you will be given as much notice as possible and either a free transfer to another course date or a full refund.

It may be that unforeseen circumstances such as (but not limited to) a virus or major incident, similar to the Coronavirus (COVID-19) Lockdown on March 23rd 2020 would mean courses are unable to run for an indefinite period of time. In such situations, 1st ACT Ltd may have to postpone your course. Unlike a cancellation, your course will be fully honoured at a later date. Should you wish to cancel it must be within the course cancellations terms stated above.

**Guidelines for Students and Employers**

It is the employer's (or the person booking, if self-employed) responsibility to ensure that students are free from any condition which would affect their capability to undertake their chosen course, and that they have the aptitude to cope with an intensive course of study. We welcome students with disabilities but it remains their employer's responsibility to ensure that they are appropriately supported in their workplace.

1st ACT Ltd would welcome in advance, for setup purposes, notification of any assistance that a student is likely to need during the running of the course. If it is felt that the student does not meet the learning outcomes of the course and assessment process, they will be offered a free reassessment on the day. Any further training or coaching over and above that provided on the course will be charged for.