

## Booking Terms and Conditions

### Please note the following:

1. You may check course and venue details at any time by visiting [www.quantumprofessional.co.uk](http://www.quantumprofessional.co.uk)
2. Places are limited on all courses. Places are allocated on a strict first come, first served basis.
3. You do not need to notify Quantum in advance of delegate names; however if you require access to training records for CPD purposes you will need to provide names of delegates at the time of your booking.
4. An email will be sent (to an email address you have previously provided to us) with details of course content and venue details in advance of each of the courses you have booked. **Quantum strongly recommends that these emails are circulated** to the delegate(s) attending the course(s).
5. Your course fee includes course material, coffee/tea and biscuits on arrival, and again during a mid-course break (where applicable).
6. A VAT invoice will be emailed to you upon receipt of a completed booking form.
7. Payment in full, or an arrangement to pay in full, must accompany a completed booking form unless you are booking 10 or more places, in which case you may pay in three equal instalments as follows:  
Instalment 1 - Payable by return in order to secure your place  
Instalment 2 - Payable no later than 31 March 2018  
Instalment 3 - Payable no later than 31 May 2018
8. Where payments are not received by the due dates, Quantum reserves the right to refuse admittance to courses.
9. If you cannot attend a course you have booked, please feel free to send a colleague in your place. If no one from your practice attends a course you have booked, Quantum will email the course material to you (upon request) without further charge.
10. To change to a different course, venue or date, we need at least 7 working days' notice in writing. Where less than 7 working days' notice is given, QPT reserves the right to charge a £25+VAT administration fee.
11. Cancellations must be in writing with at least 14 working day's written notice. Refunds may be subject to a 20% administrative charge. Where notice of cancellation is received less than 14 days prior to the date of the course, no refund will be made.
12. Quantum cannot be held responsible for any loss or damage to delegates' belongings whilst attending a course.
13. Quantum reserves the right to alter speakers, venues or course content where necessary. We also reserve the right to cancel courses at our discretion, in which case our liability shall be limited to a refund of fees paid in respect of the course cancelled. Please note however that such changes will only be made in extreme and unavoidable circumstances.

**If you have any questions please contact Debbie Smith at:**

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