

General Conditions for Booking and Participation



1. Reserving course places and dates

1.1 Places on scheduled open courses may be reserved more than 5 weeks in advance without an official order. Reservations will be held for a period of 5 days after which time Festo Didactic may offer places/dates to other clients if the reservation is not secured by the client.

1.2 To secure course places/dates, an official order number (account holders) or full payment (non-account holders) will be required at the time of booking. Written confirmation of orders should be received by Festo Didactic within 5 working days of making the booking.

1.3 Delegate name(s) must be confirmed to Festo Didactic at least 4 weeks in advance of the scheduled date or at the time of booking if the booking is made within 4 weeks of the course.

2. Confirmation, invoicing and payment

2.1 Festo Didactic will confirm all reservations by E-mail. The E-mail will confirm all relevant details including: course date(s), location, delegate name(s), price and booking status. Order acknowledgements will also be despatched by post in response to official orders.

2.2 Invoices will be sent out 4 weeks prior to the scheduled course date or on the day of booking if the booking is made less than 4 weeks ahead. Payment must be made in accordance with your standard Terms and Conditions.

2.3 Joining instructions, containing important information regarding preparation and attendance requirements, will be despatched to the client 3 weeks in advance of the course date. The client must ensure that this information reaches the delegate(s) and that they are suitably prepared for the course.

3. Cancellations

3.1 In the event of the client wishing to cancel a course reservation or booking for an open course, the following charges will apply:

- more than 4 weeks notice: no charge
- 3-4 weeks notice: 25% of price charged + £75 administration charge
- 2-3 weeks notice: 50% of price charged + £75 administration charge
- Less than 2 weeks notice: 100% of price charged + £75 administration charge

3.2 In the event of the client wishing to cancel a booking for an in-company course, the following charges will apply:

- More than 4 weeks notice: no charge if a revised date can be agreed by both parties. Otherwise the client will be liable for any preparation and development work already undertaken at a rate of £1,100/day.
- 3-4 weeks notice: no charge if a revised date can be agreed by both parties. Otherwise the client will be liable for 50% of price charged + any preparation and development work already undertaken at a

rate of £1,100/day.

- 2-3 weeks notice: no charge or penalty if a revised date can be agreed by both parties. Otherwise the client will be liable for the full cost of the course + any preparation and development work already undertaken at a rate of £1,100/day.

- less than 2 weeks notice: the client will be liable for the full cost of the course + all preparation and development work planned or undertaken at a rate of £1,100/day.

3.3 In the event of Festo Didactic having to cancel scheduled arrangements for a course, the following arrangements will be made:

- more than 4 weeks notice: the client will be offered alternative dates or a full refund.
- 2-4 weeks notice: the client will be given a full refund for the original booking and offered an alternative date for 50% of the original booking price.
- Less than 2 weeks notice: the client will be given a full refund for the original booking and offered an alternative date free of charge.

3.4 Charges/credits resulting from cancellations will be processed via credit notes or invoices as appropriate.

Festo reserve the right to

change prices and course structure as required.

Trainers

Festo Didactic use only experienced trainers who are involved in consulting and supporting customer projects in addition to running open courses.

Course documents

Extensive course documents provide an indispensable practical reference work.

Catering

The course fees include the course documents, lunch, snacks and drinks during the breaks.

Certification

City & Guilds certificates are provided where appropriate.

Travel/Hotel

After registering for a course, you will receive detailed travel information. Please contact us if you require accommodation and we will be happy to arrange this for you.

How to find us

Festo Didactic
Applied Application Centre
Caswell Road
Brackmills
Northampton
NN4 7PY

Tel: 01604 667068

Fax: 01604 667001

E-mail:

Business_centre@festo.com

www.festo-didactic.co.uk

Consulting

Our customer advisors will be pleased to assist you with any questions on content, locations, dates and reservations.

Simply call our service line:
01604 667068