

RESERVATION FORM



Company Name	
Name of Contact	
Position	
Address	
Post Code	
Contact Telephone Number	Contact Email Address
Contact Fax Number	Your Official Order Number

Course Title	Course Dates	Student Name	Course Fee (£)
Sub Total			
+ VAT @ 17.5%			
Total Amount Due & Enclosed			

Notes

- 1 This form should be completed for all reservations on courses held at the Norvic Training Centre.
- 2 Please send a cheque with this form for the full amount made payable to **Norvic Training Associates**.
- 3 All reservations are subject to Norvic terms and conditions overleaf.

Signed _____ Full Name _____ Dated _____

TERMS & CONDITIONS FOR COURSE RESERVATIONS

In these terms and conditions of trading, 'Norvic' means **Norvic Training Associates**; 'client' means the person(s), company or organisation for whom the services of Norvic are provided; 'student' means the individual nominated by the Client to attend a Norvic course as a delegate.

1 FEES

Fees are valid for thirty days from date of quotation. All fees are subject to the addition of VAT at the prevailing rate. Reservations for places on courses will only be confirmed by Norvic upon receipt of client's instructions by written purchase order, fax or email. Reservations made by individuals on their own behalf will only be confirmed on receipt of a fifty percent booking deposit. Norvic will raise the appropriate receipts for the Client when payment is received.

2 CANCELLATION

Norvic reserve the right to cancel or postpone any pre-advertised course. If this becomes necessary, as much notice as possible will be given and the Client will be offered a choice, with due consultation, of either (a) a full refund if the course has not yet commenced, (b) a proportionate refund if the course has commenced but not yet finished or (c) an alternative date to commence or complete the course as appropriate.

In circumstances where the Client requests cancellation of an already reserved place or places on a course, no fees will be payable, provided that not less than 21 days written notice is given to Norvic prior to the course commencement. If less than 21 days written notice is given, Norvic reserve the right to make an appropriate charge for administrative and other expenses as follows:

14 - 20 days written notice prior to course commencement -	25% of the course fee.
7 - 13 days written notice prior to course commencement -	50% of the course fee.
Less than 7 days written notice prior to course commencement -	100% of the course fee.

In exceptional circumstances, and at the discretion of Norvic, a reserved place or places on a course may be postponed rather than cancelled. In this circumstance the client must immediately commit to transferring the student to a similar Norvic course to be run at a later date. Transfer of students to another similar course will be confirmed in writing to the Client and cancellation fees will be waived. Postponement of reserved a reserved place or places on a course can only take place on one single occasion. Further postponement of an already postponed place or places will be treated as a cancellation and will be subject to a cancellation fee of 100% regardless of the amount of written notice which is given by the Client.

3 FAILURE TO ATTEND

Notwithstanding the provision of 2 (above), if any student fails to attend a course or part of a course on which a place has been reserved for them fees in respect of that student will be payable in full, however: (a) if the course on which a place has been reserved has not yet commenced, a substitute student may be nominated (b) if the course on which a place has been reserved has already commenced, but for exceptional reasons the student has not been able to complete the course, an alternative date will be offered to enable the student to complete the remaining part of the course. 'Exceptional circumstances' means sudden illness, injury or compassionate grounds.

4 SUITABILITY

The Client is responsible for ensuring that any student selected to undertake a Norvic training course conforms to the pre-course requirements as laid down by Norvic. Failure to comply with pre-course requirements may result in the student being withdrawn from the course or the issue of their certificate of qualification being held back until such time as the requirements are met.

5 DISCLAIMER

Norvic shall not be held liable for any loss, damage, expense, injury or delay of any kind to the Client or student of the Client or any third party by any act, default or omission howsoever caused, except insofar as such liability cannot be excluded by law

6 ALTERATION

Norvic reserve the right to amend these terms and conditions without prior notification. These terms and conditions shall be governed by English law and any alterations, modifications or extensions affecting the above clauses shall not be valid unless agreed by Norvic and acknowledged in writing.