

University of Glasgow Universal Training Solutions

Terms and Conditions of Payment & Booking

Payment

- Invoices will be issued to registered companies or charities only, and will be sent following receipt of booking form and purchase order where applicable.
- Full payment accompanied by booking form, 7 days prior to programme start date.
- Payment can be made by cheque, or via Visa, MasterCard or Delta. Cheques should accompany the Booking Form and be received 7 days prior to the course start date. Please note use of credit cards will attract a 2.5% credit card fee, **We do not accept payment by debit card.**
- Cheques may take up to 30 days to clear.
- Cheques should be made payable to the 'University of Glasgow'. **Cheques made out incorrectly will be returned and a place on the course is not guaranteed until a correctly completed cheque has been received.**

Bookings

- Bookings to be confirmed by completing a copy of the booking form and when appropriate payment procedures have been followed. Confirmation may be sent by post, fax, or email.
- On receipt of written confirmation Universal Training Solutions will issue complete joining instructions detailing participation on the training programme. This includes directions to the training venue and programme timings.

Cancellation by Universal Training Solutions

- All programmes are subject to a sufficient number of bookings.
- Universal Training Solutions reserves the right to cancel or postpone any programme up to 1 day prior to programme commencement. In the event of any cancellation, monies received in respect of that programme will be refunded in full. No further loss, damage, cost or expense will be met by Universal Training Solutions.
- The University reserves the right to change the programme content and/or Trainer in line with market demands.

Cancellation by Candidate

- The following charges apply should confirmed bookings be cancelled:
Prior to registration with SQA, with no assessments having taken place – refund at the discretion of Universal Training Solutions.
Where refunds are granted, there will be an administration fee charged as follows:
Within 3 months of registration with SQA – 50% refund, at the discretion of Universal Training Solutions
After 3 months of registration with SQA – no refunds will be given.