

1. Definitions – In these general terms of business, the following have meanings given below:

“CCL” Countywide Caring Ltd

“Candidate/customer” the individual or organisation booking the course

“Agreement” means this agreement comprising the terms outlined

2. These terms and conditions are between Countywide Caring Ltd and refer to confirmed bookings for training.
3. When you place a booking online or request places on a course this is a confirmed booking.
4. We will email you to confirm your booking and receipt of payment.
5. Full instructions for the course will be sent approximately 10 days in advance of the course date to allow any pre course work to be completed.
6. Please do not attend the course without full written confirmed joining instruction which will state the full venue address and course times. Countywide Caring will not be liable for any costs incurred where written confirmation has not been issued.
7. Course pre-requisites – It is the candidates responsibility to ensure they meet all the pre-course requisites before booking on a course.
8. Payment must be received in advance of starting the course unless specifically agreed with Countywide Caring Ltd.

When an invoice is issued payment must be received or certificates will not be issued or candidates maybe refused attendance on a course.

Payments can be made in the following ways:

- Online Paypal
 - Electronic transfer (eg. BACS)
 - By cheque made payable to “Countywide Caring Ltd”
9. Transfers can be made up to 21 days before the start of the course, will be onto the same course and must be within 3 months of the date of the initial booking.
 10. Substitute candidates are permitted where an individual candidate is unable to attend the course on the day.
 11. Cancellations – We cannot accept cancellations for any reason with less than 14 days notice. Cancellations made with less than 14 days notice will incur the full cost of training including any expenses. Cancellations made with more than 14 days notice will incur a £50 administration fee. Delegates failing to arrive for training on time will incur the full cost of training, including any expenses. Discounts are only applicable where specifically agreed and where all the conditions are met in full. If not met, these charges will revert to the normal fees applicable at the time.
 12. In house training can be provided by separate agreement, the customer will be responsible for providing a suitable venue for training and associated costs such as travel, accommodation and refreshments for delegates during the course.
 13. Cancellation by Countywide Caring – Liability is limited to the provision of a further training course associated with the cancellation of the training course.

14. Administration – where the customer fails to comply with these terms Countywide Caring withhold the right to charge all costs incurred with the administration of related activities.
15. Late payment –Where the customer fails to comply with these terms and conditions Countywide Caring Ltd withhold the right to charge £70 administration charges and additional costs incurred related to financial payments overdue. Certificates for training will not be issued until full and final payment is received.