



Terms and Conditions

- KB Associates (Europe) Ltd is the final authority on the interpretation of these rules.
- Notwithstanding any other item herein, neither party shall be liable to the other under, arising out of or in connection with this agreement.

Payment

- All prices are quoted in United Kingdom pounds + 20% VAT + applicable examination fees if required.
- Payment via credit/debit card can be made by contacting us on (UK) +44 1224 872741 or face to face in Aberdeen Office at KBA House. Please take note that we do not accept American Express.
- We can accept payment in CASH (GBP£, USD\$ or Euro€), via PayPal from our website, cheque or Telegraphic Transfer or via credit/debit card. Bank transfer is available but may occur charges.

All cheques should be crossed and made payable to:

- **KB Associates (Europe) Ltd**
- All charges incurred from Telegraphic Transfer or PayPal will be at the cost of delegates
- All private cheques shall be cashed before confirmation of the course will be issued to candidates.
- Invoices raised on company accounts must be paid as per terms and conditions stated on invoice failure will result in withholding of course or results.
- On confirmation of booking for individuals full payment must be received before commencement of the course.
- Delegates are responsible for payment of their own accommodation/flights/local transportation and reservations.

Confirmation

- All course dates are **provisional** until formal confirmation has been sent.
- KBA(E) are not responsible for any accommodation, flights, etc. purchased.
- Upon receipt of completed registration notification will be sent regarding the course. Full joining instructions will only be sent once the course is confirmed.
- For online courses, once payment has been received the delegate will be sent details on how to access the course and log-in passwords

Change or Transfer

- Until course dates are formally confirmed candidates may change or transfer their booking without additional cost to a similar or different course.

Cancellation

- If KBA(E) has to cancel the course for whatever reason, a full refund (of the course fee only) will be given to any candidate who has paid a deposit or full amount and cannot transfer to an alternative. KBA(E) are not responsible for any accommodation, flights, etc. purchased if reasonable cancellation time is provided.
- KBA(E) reserve the right to cancel a course or amend any course date at any time without liability. Candidates shall be given adequate notice of any changes in writing.
- Once enrolled cancellation or refunds will not be issued for online courses.
- KBA(E) appreciate that candidates may not be able to attend training courses once booked so cancellations can be accepted without charge until formal confirmation of the course has been sent. After confirmation of the course the following will apply
 - Notice of cancellation after confirmation and up to 3 days before course commencement date (start date) will be subject to a charge of 50% of the standard course fee + any nonrefundable fees paid by KBA(E) + tax unless a substitute for the nominated delegate shall attend the course.
 - Notice of cancellation from 3 days before course commencement date to start date (actual start day) will be subject to a charge of 100% of the standard course fee + any nonrefundable fees paid by KBA(E) + tax unless a substitute for the nominated delegate shall attend the course.
 - Substitution of nominated delegate where applicable shall incur examination costs or other administrative costs as per the approval body for the course and are subject to acceptance.