

## TERMS & CONDITIONS OF BOOKING

### Booking procedure & confirmation

All bookings are required to be made online at [www.morrisservices.co.uk](http://www.morrisservices.co.uk). You will be required to provide your full name, postal address, date of birth and national insurance number together with payment details and/or sponsor. For some City & Guilds courses, bookings made after a certain deadline (normally five weeks prior) will incur additional charges for written assessments. Such charges will be advised on receipt of the booking. A place is not secured until a fully completed booking form has been received by us and full payment has been made. While a booking is still provisional, Morris Services Limited reserves the right to allocate the place to another customer. On receipt of your online booking confirming agreement to our terms and conditions of business together with full payment joining instructions will be sent to the candidate(s)/organisation as indicated.

### Payment terms

Full payment must be made at least 21 days prior to the start of the course. Candidates will not be able to commence a course until full payment has been received. VAT Invoices are automatically generated by our server following an online booking. Payments can also be made by cash, cheque, or BACS transfer (HSBC Bank Account Number 21433644 Sort Code 40-37-33). A secure online payment system is preferred and available for both Credit and Debit card payments. Please note a 4 % surcharge will be added to all credit card transactions to cover our merchant costs and admin.

### Candidate suitability

It is the customer's responsibility to ensure that the course is suitable for his/her requirements. All candidates should have read and understood the course outline and met the necessary pre-requisites and confirmed any special assessment requirements/learning disabilities. Telephone and email support regarding suitability is available.

### Candidate substitutions

If you would like to make a candidate substitution, please contact our administration office as various periods of notice may be required and various administration fees may apply.

### Cancellation and rescheduling

Occasionally, you may need to cancel or reschedule a course. If you wish to cancel or reschedule a course after you have sent an online booking through to Morris Services Limited, we will make every effort to accommodate your new requirements. The following cancellation and rescheduling charges may apply:

Fewer than 10 working days notice of cancellation or amendment - 100% of Invoice.

10 to 15 working days notice of cancellation or amendment - 50% of Invoice.

16 working days notice and over / change in exam date only - £105.00+VAT admin charge to cover awarding body fees. In the unlikely event that your training course does not take place after we have received your online booking form and full payment. Morris Services Limited will not be liable for any costs incurred by the customer as a result of booking a course that is later cancelled or rescheduled.

### Resit Written & Online Examinations/Assessments

All resit online and written examinations are chargeable at the current rates £105.00+VAT (Sept2016) and payable at the time of booking. Practical re assessments and additional NVQ onsite assessments will be charged at the current rates (please confirm with our office at time of booking).

### Course Evaluation & Feedback

All candidates will be invited to participate in providing us with the completion of an electronic course evaluation at the end of the course. This information will be analyzed by our quality assurance and internal verifier's to maintain and develop our courses. Your feedback is valued and will be used in calculating a live 'Customer Satisfaction - Star Rating' for future candidates to see on our website.

#### Administration Office:

1st Floor Unit 18 Avondale Business Centre Woodland Way Kingswood, Bristol BS15 1AW

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