



Training Terms and Conditions in PLAIN SIMPLE WORDING:

1. Please read the following if you need to change an event:

**To Move or cancel your event:**

Seven to Three Working days notice: £15 admin free

Less than Three working days notice: **COURSE FEE NOT REFUNDABLE**

**Please try to avoid re scheduling your event where possible.**

2. Please read the following if you need to know about payment:

**Payment:**

Invoice payments must be settled 7 Days before your workshop date. **INCARE Services** is not obliged to carry out any In Service training where payment has not been made.

N.B Not applicable to account customers who pay by monthly payment plan.

3. Please read the following if there is a problem with your event from us:

**Force Majeure:**

In the unlikely event that your tutor is more than 30 minutes late or fails to arrive notify Incare Services IMMEDIATELY. Should there be compensation due, we will inform you with 7 working days. For queries contact [steve@incareservices.com](mailto:steve@incareservices.com)

4. Please read the following if you need to know about your certificates:

**Certificates:**

If you have paid for your event your certificates should arrive within 2-3 weeks of your event at the latest. For queries contact: [carol@incareservices.com](mailto:carol@incareservices.com)

**N.B The list of names must be clearly read. Duplicate certificates are charged at £1 each except where issued incorrectly.**

CALL OR EMAIL US:

During office hours: 0208 144 9491. An on call number will be provided if your course event is outside of normal office hours.

Email: [info@incareservices.com](mailto:info@incareservices.com)