

Terms and Conditions

Booking and payment

Bookings should be sent to Freight Transport Association, Hermes House, St John's Road, Tunbridge Wells, Kent TN4 9UZ or faxed to 01892 552360 or sent by e-mail to training@fta.co.uk

FTA members will be invoiced and our normal payment terms will be applied. Non-FTA members will be charged a 15 per cent premium on our published prices and payment will be required at the time of booking. Cheques should be made payable to 'Freight Transport Association Limited'. A VAT invoice will always be issued in all cases. All major credit cards and purchase cards are accepted other than American Express.

Accommodation and fees

The price of each residential course includes full board accommodation and course/study material (where appropriate and unless otherwise stated). Course fees do not include exam fees, delegates' telephone and bar bills. Should delegates wish to book accommodation for additional nights prior to or following residential courses this should be arranged directly with the venue.

Transfers and cancellations

CPC

For CPC courses, where notification is received in writing less than four weeks prior to the commencement of the course, fees cannot be refunded or transferred. Where notification is received in writing more than four weeks prior to the commencement of the course, the full fee will be refunded or the booking may be transferred to another course. Any study material already issued must be returned before a credit is raised. You may substitute one delegate for another without penalty until registration takes place with the OCR examination board.

DGSA

For DGSA training courses, where notification is received in writing less than four weeks prior to the commencement of the course, both the course fee and the examination registration fees will be payable in full. Due to the examination registration requirements for the Scottish Qualifications Authority transfers or substitutions for the examination will not be possible. Where notification is received in writing more than four weeks prior to the commencement of the course, the full fee will be refunded or the booking may be transferred to another course.

All other courses

Where notification is received in writing more than four weeks prior to the commencement of the course, the full fee will be refunded or the booking may be transferred to another course. Where cancellation in writing is received less than four weeks but more than one week prior to the starting date of the course, fees cannot be refunded but can be transferred to another course and are subject to an administration fee of £50 plus VAT. Where notice of cancellation is received less than one week prior to the commencement of the course, fees cannot be refunded or transferred. Delegates may be substituted at any time without penalty other than CMI approved courses.

Whilst every effort will be made to run the courses detailed in this prospectus on the dates and at the venues shown, FTA cannot guarantee to do so. In the event that we have to cancel a course, we will give you as much notice as possible with a minimum of 14 days and the option of a full refund or transfer to another course, date or venue.

*calls may be recorded for training purposes