

Terms & Conditions

These terms and conditions apply to any agreement for the supply of training services by the Olive Consultancy (Olive). Unless otherwise agreed in advance in writing by both parties, Olive's terms and conditions for the supply of training services are detailed below. In all other respects, unless clearly stated herein Olive's standard terms and conditions also apply (available upon request).

Registration

A booking form must be completed and submitted to Olive prior to the scheduled date of the open training course. This can be through completion of an electronic booking form via the Olive website at www.consultolive.com or completion of the Word document booking form which can be submitted to Olive via fax, post or as an email attachment.

Upon receipt of a completed booking form, a booking confirmation will be issued via email to the contact named on the booking form. Full payment of all course fees is required in advance of attending the course. Once full payment has been received, payment confirmation and joining instructions will be issued (by email unless otherwise agreed). We recommend that delegates do not make travel and hotel accommodation arrangements without this confirmation.

If, at the client's request, information is sent to a Company's training department, Olive cannot accept any liability for information which is not passed by the training department to a delegate.

Payment Terms & Methods

Standard payment terms are 30 working days from invoice date. Bookings made less than 10 working days before the scheduled training course date should be paid for in full at the time of booking.

Accepted methods of payment are; cheque (made payable to The Olive Consultancy Ltd) or BACS (bank details upon request).

Should payment not be received in good time prior to the event, Olive reserves the right to reallocate the place to an alternative delegate. Notification of space re-allocation will be provided if this is enacted.

Substitution & Cancellation

Delegate substitutions are acceptable provided written notice is given prior to course commencement and that the substitute delegate meets all course prerequisites and is approved by Olive in advance.

If notice of cancellation of a booking is received by Olive at least 10 working days before the scheduled course start date a full refund will be given (net of any costs that have already been incurred but which cannot be recovered (e.g. venue hire). **For cancellations received 10 working days or less before the scheduled course start date, no refund will be given, although Olive reserves the right to vary its terms in exceptional circumstances.**

Please note all cancellations must be received in writing (via email is sufficient but you should request a receipt confirmation as evidence. To take effect, a cancellation must also be agreed by Olive in writing.

Changes to courses by Olive

Olive will make all reasonable endeavours to ensure that we do not cancel any training course for which viable levels of bookings and full payment have been accepted. However, in the event of non-availability of the appropriate qualified trainer (e.g. due to illness) and no suitable alternative being available, we reserve the right to cancel or re-schedule a course. We commit that this will only be done "in extremis".

If it becomes necessary for Olive to cancel a course, irrespective of the amount of warning given, attendees will be offered alternative dates. If the alternative dates are not suitable, Olive will refund the booking fee in full. All liability by Olive will be limited to the value of the original course fee.

Client and third party property

Whilst all efforts are made to ensure our premises are safe and secure, we do not accept liability for theft of or damage to clients' and visitors' property under any circumstances.

Delegates will be held responsible for any damage they cause to our or any third party's property whilst attending an Olive training course and will be expected to make prompt and adequate recompense.

Olive Consultancy Ltd

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