

# NHBC Training

## Terms & Conditions

### Open course terms & conditions

#### Payment

- Unless being funded through the HBSP (Home Building Skills Partnership) training scheme, full payment is required prior to the course taking place. HBSP funding is only available to delegates working within the home building industry and evidence of such will be requested.

#### Discounts, cancellation and transfer fees

- Early bird discounts are not available in conjunction with any other offer and places are subject to availability.
- All cancellation fees are payable by the employing organisation and not HBSP where applicable.
- Failure to attend 100% of fee
- Cancellation within 10 working days 100% of fee
- Cancellation less than 20 working days (but more than 10) 50% of fee
- Cancellation less than 30 working days (but more than 20) 30% of fee
- Cancellation 30 working days or more No charge
- Transfer of delegates to another date can be accepted up to 5 working days before (subject to course availability); however where within 30 working days of the original course date will incur a 30% transfer fee of the standard price.
- Replacement delegates can be accepted on a course at any time at no additional cost.
- Notice of cancellation, transfer or replacement must be made via email or in writing.
- NHBC reserves the right to cancel a course at any time, if cancelled delegates will be offered a free transfer to another course or date, or a full refund of the course fees.

#### Duplicate Certificates

- Duplicate Certificates can be requested at any time and will be charged at £15 per delegate.

### Masterclass/Trade Talk terms & conditions

#### Payment

- Unless being funded through the HBSP (Home Building Skills Partnership) training scheme, full payment is required prior to the Masterclass/Trade Talk taking place.

#### Cancellation and transfer fees

- Minimum number of 5 delegates to attend.
- Maximum number of 16 delegates to attend.
- Cancellation 5 or more working days before the start date of the Masterclass/Trade Talk will incur a £50 admin charge.
- Cancellation or postponement within 4 working days before the start date of the Masterclass/Trade Talk will incur full cancellation fees.
- Postponement of a Masterclass/Trade Talk needs to be re-arranged within 6 months of the original confirmed date otherwise full cancellation fees apply.
- Notice of cancellation must be made via email or in writing.
- NHBC reserves the right to cancel or postpone a Masterclass/Trade Talk at any time. If cancelled or postponed an alternative date will be sorted in the near future.

