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| **Level 5 Coaching and Mentoring Booking From** | | | | | | | |
| Delegate Name | |  | | | | | |
| Mobile Number | |  | | | | | |
| Email Address | |  | | | | | |
| Organisation (if applicable) | |  | | | | | |
| Organisation’s address | |  | | | | | |
| Billing Address if different | |  | | | | | |
| Invoicing email / PO number if applicable | |  | | | | | |
| Emergency contact | | Name: | | | Number: | | |
| Qualification route – please tick | |  | | ILM Level 5 Certificate in Effective Coaching and Mentoring | | | |
|  | | CMI Level 5 Certificate in Management Coaching and Mentoring | | | |
| The course you wish to attend is: | | | | | | | |
|  | Cheltenham Jan 14/15, Feb 25/26 Mar 31 | | | | | | |
| Do you wish to purchase any additional coaching options – please tick where required | | | | | | | |
|  | DiSC profiling tool with telephone DiSC review and debrief | | | | | | |
|  | On site 121 supervision discussion | | | | | | |
| Please provide details of any special dietary or other requirements. | | | | | | | |
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| Where did you hear about Abintus? | | | | | | | |
|  | | | | | | | |
| I have read and agree with the booking conditions | | | | | | Yes | No |
| Name: | | | Signed: | | | Date: | |

**Abintus Coaching and Training Terms and Conditions for ILM and CMI Programmes**

The purpose of these Terms and Conditions are to ensure that those booking on Abintus programmes have a positive experience and have clarity over the booking requirements. They also provide protection to our mutual businesses.

**Booking process**

As the Terms and Conditions provide a level of protection for all parties, please ensure you read them prior to completing and returning the booking form. By booking with Abintus, we accept that you have read and understood our terms and conditions.

To make a booking please use the downloadable booking form associated with the training you are interested in. Alternatively email Abintus at [info@abintus.co.uk](mailto:info@abintus.co.uk) or call Abintus on 07867 785314. Please leave a message with your contact details if we are unable to immediately respond to you.

When the booking form has been received we will acknowledge this by email, and your booking will be classed as confirmed. From here the terms and conditions below apply and you are entering into a contract with us.

Cancellation charges will apply if you decide to cancel, whether or not payment has been received. All courses become non-transferable, cancellable or refundable where there are 14 days or less to the programme start date.

**Payment**

Payment of the course fees must be made in advance of the programme and should be made at the time of placing a booking or immediately after receiving an invoice (within 14 days).

Unless stated otherwise, payment for programmes include training, support / supervision, venue hire, any identified resources. Payments can be made by cheque payable to Abintus Ltd, or by bank transfer. Banking details can be found on the invoice provided.

All invoices are due for immediate payment and must reach us 14 days prior to the course date. Late payments may incur a late payment charge of 15% and you may forfeit your place(s) on the programme. If payment cannot be made before 14 days of the start of the programme you must inform us in writing to let us know.

If invoices are substantially late, we reserve the right to pass your account to a debt collection agency. You will be responsible for any agency fees and charges incurred.

All payments are exclusive of VAT (currently 20%) unless stated otherwise.

**Cancellation**

Whether or not programme fees have been paid, cancellation fees will apply once the booking form has been received. Cancellations can only be made in writing to [info@abintus.co.uk](mailto:info@abintus.co.uk)

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| **Cancellations time frame** | **Charges** |
| Within 14 days of the training start | 100% of the programme fee |
| Within 15-20 days of the training start | 50% of the programme fee |
| Within 21-30 days of the training start | 25% of the programme fee |
| More than 30 days in advance of training | No charge |

If a delegate fails to attend the workshop without prior notice and wishes to cancel their attendance on the programme the full costs of the programme are applicable.

If a delegate wishes to cancel their attendance on the programme once it has started, it will be classed as a cancellation and the full costs of the programme are applicable.

Once an invoice has been raised, this will become payable under all circumstances. To ensure a consistent service is provided to all, this is non-negotiable

**Delegate Substitution**

It is possible to substitute an alternative delegate on any place booked at no additional cost. They must be at a suitable for this level of course in line with ILM and CMI guidance. A booking form with the substituted delegates details must be completed in advance of the programme.

**Programme Content and Schedule**

Abintus reserve the right to amend the advertised dates and schedule of programmes, which may include the cancellation of a programme.

Where there are less than 4 delegates signed up for the programme, Abintus reserve the right to cancel the programme. Where this happens, delegates with confirmed bookings will be offered alternative dates. If none can be provided, a full refund will be given. If we need to cancel a programme, we will endeavour to provide 14 days’ notice of this.

Abintus reserve the right to alter or amend the advertised content of any programme without notice. This may be done in order to ensure we can maintain our quality service or for reasons beyond our control.

Abintus reserve the right to alter the venue for the programme from that originally advertised by providing 7 days’ notice.

Abintus will not be responsible for any losses or expenses, including consequential, arising from any such alterations or amendments to the programme content and schedule, including cancellation.