

# computer training

**Well House**  
Consultants Ltd

PERL • JAVA • PHP • TCL/TK • MYSQL

404, The Spa, Melksham, Wiltshire SN12 6QL - United Kingdom (+44) **p:** 01225 708 225 **f:** 01225 707 126 **w:** www.wellho.net

## COMPANY DETAILS

Please use this form if you have never booked a course with us, or if your details have changed

Company

NAME

ADDRESS

CITY

COUNTY/STATE

POST/ZIP CODE

COUNTRY (if outside UK)

GENERAL PHONE/SWITCHBOARD

GENERAL FAX NUMBER

Booking Contact

Invoicing Contact

NAME

NAME

DIRECT PHONE

DIRECT PHONE

EMAIL ADDRESS

EMAIL ADDRESS

Send Booking Confirmation to:

Send Invoice to:

NAME (if different than Booking Contact above)

NAME (if different than Invoicing Contact above)

DIRECT PHONE (if different than Booking Contact above)

DIRECT PHONE (if different than Invoicing Contact above)

EMAIL ADDRESS (if different than Booking Contact above)

EMAIL ADDRESS (if different than Invoicing Contact above)

ADDRESS (if different than Company Details above)

ADDRESS (if different than Company Details above)

ADDRESS (continued)

ADDRESS (continued)

*Note: Joining Instructions will be sent with the Booking Confirmation. It is requested the appropriate person(s) then be passed on these details as they contain information important to the student(s) attending, such as accommodation list, course start times, directions/map, etc. If you would like this information sent directly to the student, please provide contact details and include it with this form.*

*Note: An Invoice will be sent on the last day of the course unless arranged otherwise. Terms are 28 days. Details can be found on reverse. Please sign that you have read and understand this information.*

I HAVE READ THE TERMS AND CONDITIONS AND UNDERSTAND THEM

**FAX this form to: +44 (0) 1225 707 126**

**Or post it to: Well House Consultants Ltd.**

**404, The Spa  
Melksham, Wiltshire  
SN12 6QL  
United Kingdom**

If you have any questions, please do not hesitate to contact me.

Lisa Ellis  
Administrator  
lisa.ellis@wellho.net  
+44 (0) 1225 708 225

## **Delegate and Venue Substitution**

You may substitute delegates on a public course at any time up until the course starts at no penalty. Please let us know about the substitution so that we can update our course register and send fresh joining details. You may not change your delegate in the middle of a public course as this would disrupt the course for others.

Delegates on private courses may be substituted at any time.

You may vary the number of delegates on a private course until three working days before the course starts, and we will only invoice you for the number of delegates actually notified to us (subject to a minimum of 4). This means that if you're not sure of names / numbers, you can raise an order for the maximum number you expect, at no financial penalty if the number reduces.

Our public courses all run at our Melksham, Wiltshire training centre. We would only change the venue in an exceptional circumstance, and then to a nearby venue with appropriate facilities.

If you are providing the venue for a private course (e.g. a conference room at your office or a room at a local hotel) and wish to change the venue to somewhere else close by (e.g. still in the BA postcode area), that's usually fine. If you wish to move to a new venue that's a considerable distance from the original, we can often accommodate your request but it may affect the pricing. Occasionally, logistics may make it impractical for us to meet such a change request and then it will have to be treated as a cancellation by you.

## **Payment**

We may ask for booking to be guaranteed with a credit card number, or for a 25% deposit. Any such request will be made prior to us confirming your booking.

Unless we have agreed to offer you credit terms, full cleared payment is due by the start of each course. For a course away from our training centre, we consider that a course starts when we leave the training centre to travel to the course venue. We accept payment by bank transfer, cheque, Visa, MasterCard, and in cash. Bank transfer, cheque and cash payments are accepted in Pounds, Euros and US Dollars.

If we have agreed to credit terms, you will be invoiced on the final day of the course, and payment will be due within 28 days of that invoice date. Accounts may be paid by cheque or BACS transfer in Pounds, Euros or US Dollars. BACS details are available upon request. Where several courses on different dates are booked on the same order, a separate invoice will be raised after each course to cover that course, and payment will be due within that 28 days.

If we do not receive the full payment of your account within the 28 days credit period, we reserve the right to charge you interest at 8% above Bank of England base rate from the invoice date, and also to recover our additional costs, as per Late Payment of Commercial Debts (Interest) Act 1998 and Late Payment of Commercial Debts Regulations 2002.

VAT is charged at the rate current on the date of invoice, so the total sum (including VAT) may alter should the tax rate change between this confirmation and the issue of the invoice.

## **Cancellation**

If you cancel your confirmed booking on a public course and give us more than 7 days notice, we reserve the right to charge you 10% of the course fee. If you cancel less than 7 days before the course is due to start, but before the start day, we make a 25% cancellation charge, and if we don't hear from you at all (or you only contact us to cancel on the day the course actually starts), you'll be charged 50% of the course fee.

If you cancel a private course and give us more than 14 days notice, we reserve the right to charge you 10% of the course fee. If you cancel less than 14 days before the course is due to start, but before the start day, we make a 25% cancellation charge. If we are not notified of the cancellation of a private course, or are only told on the day, we'll charge you 50% of the course fees, plus our full travel expenses if the course was to be run away from our training centre.

If you need to cancel a place or course, please do call us if you can and let us know why. We will request that you confirm the cancellation in writing - by post, fax, or email to the addresses / numbers at the base of this page.

Rescheduling a private course, or postponing a booking on a public course, is technically regarded as a cancellation and re-booking but we will make every effort to accommodate your requests.

It is our policy that we do not cancel courses on which we have confirmed bookings - we have no minimum course size. In the event of circumstances beyond our control (e.g. sickness of the tutor), we will let you know at the earliest opportunity and either reschedule the course or refund any payment you have already made for training that we have not provided (your choice), and that will be the limit of our liability.

## **Other matters**

On public and private courses at our training centre, we will make every reasonable effort to provide lunch to meet any special dietary requirements of which we are notified ahead of time. If we are unable to meet a specific request, we will let you know.

Our training centre is in a listed building, with a flight of steps up to the entrance, and we are not able to install access ramps. If you are unable to climb a flight of stairs, please inform us prior to booking and we may be able to make alternative arrangements, but if you don't let us know there will be little we can do on the day and we'll have to consider it a cancellation.

It is the trainees responsibility on a public course to ensure that he/she arrives at our training centre in time for the course start.

If our tutor considers that the facilities provided for an on site course are unsuitable or dangerous to him or his equipment, he will raise that with his contact and ask that it be corrected. In an extreme situation, he reserves the right to decide that he cannot present the course as booked, and it will be considered to be a cancellation by the customer.

We reserve the right to ask a delegate to leave a course at any time, but we would only do so in the most extreme of circumstances (for example, if a delegate booked on an advanced programming course turns out to have never programmed before). In such a circumstance, you will be liable for the full cost of the course that the delegate was attending.

The course that we present will generally correspond to the description in the booklet that's supplied with this confirmation unless changes are agreed later. In particular, all subject in the description will be covered. Our notes are updated regularly to reflect new software releases, new security issues, etc., and so the course you attend may include some extra material that you're not expecting, and the order of presentation may differ too.

It is the responsibility of the person booking the course to ensure that this course is the correct course for the trainees being booked, and that the language that the trainee is learning is appropriate for job they require to do in that language. Whilst trainees are welcome to use the examples that we include in our notes in the course of their subsequent work, it is up to the trainee to ensure that the sample code of ours that they use is suitable for the purpose for which they use it, and we can accept no liability for any use it is put to.

We provide a list of local accommodation in Melksham in good faith, with details provided to us by each of the B&Bs and hotels. We are not booking agents, and it's up to you to check the details and suitability of the accommodation directly with them as you book.

These terms supersede any conflicting terms on your order, and the attendance of trainees on the course is deemed to be your acceptance of these terms. These terms may only be changed in writing by senior staff of Well House Consultants Ltd.