

Terms and Conditions Vein Train Ltd

Booking your course

Vein Train accepts course bookings via the online booking system, telephone, post, or email. Telephone bookings constitute a confirmed booking. Bookings are held for 5 Days in order to allow payment to arrive (unless otherwise advised at time of booking). Confirmation of each booking is sent once payment has been received.

Payment if booking for yourself

Payment is to be made at the time of booking by bacs transfer, cheque, secure credit card or valid purchase order number or accounts or signatory for a department authorization.

If booking on behalf of others or for your organisation

We require a purchase order number/or verification from accounts along with the full name and address of the person to be invoiced.

Paying an invoice

Payment is due within 15 days of the invoice date, which will be issued at the time of booking or ordering. If payment is not received within this time you will receive two payment reminders by email then you will lose your place. Vein Train will charge a late payment fee at 8% of the total invoice amount for late payments from Corporate/Multiple bookings when overdue by 30 days or over.

Cancellation

Should you need to rearrange or cancel your booking we will, where possible, try to oblige, however this will be subject to availability and is dependent on being able to release your place with sufficient time for resale. We will charge you for any costs incurred during this process. The administration fees for cancelling all courses is £15 each course. This amount is credited against any future courses booked with Vein Train Ltd.

We take payments prior to courses so we have a binding contract to enable us to make decisions that have financial and service implications. We will accept a substitute at any time but you need to let us have their details before the course. If you are unable to offer a substitute all changes of date must be received at least 28 days prior to the start of the course to avoid course fees. If you cancel after 28 days but before 21 days prior to the course you will be liable for 50% of the course fee. If you cancel within 21 days of the course you will be liable for 100% of the course. Should you fail to attend you will be liable to 100% of the course fee. There will be an administration fee for a re-arranged date if this is less than 28 days prior to your course (£15-£55 depending on administration costs). Where there is sufficient time available for resale or a waiting list allows us to sell your place to another candidate an administration fee only applies at £25. We recommend using an event cancellation insurance policy in case you need to cancel. Cancel Insure offer this service with premiums from £11.00. Contact 0845 071 3929 <http://www.cancelsure-insurance.co.uk/premiums.aspx>

Travel and accommodation

You are advised NOT to book travel tickets or accommodation until you have received written confirmation of course venue and date one week prior to the course. Vein Train will not reimburse these costs in the event of cancellation of a course.

Changes Vein Train

Vein Train reserves the right to cancel a course, change the venue, amend the dates and/or fees and course tutors at any time and without prior notice.