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Terms and Conditions

Submissions and Acceptance of Applications (Training, Visits and Toolkits)

The client may withdraw his/her application or request without penalty by giving reasonable notice to the Instill Excellence Ltd Administration Department - not less than 1 month prior to the scheduled commencement of the course or scheduled visit. We will require all cancellations to be in writing with the reason for non-attendance as well as reasons for visit cancellations.

The submission of a request for courses does not automatically entitle an applicant to be reserved on a place on the course for which the application was made. Priority will be given to clients on a first come, first serve basis. Instill Excellence Ltd will notify the applicant of their acceptance, to a particular course or visit, by giving reasonable notice to the applicant via email.

Postal/Email notification to the applicant of their acceptance on a course, or for a scheduled visit, is deemed to give the applicant actual notice of their acceptance to a particular service request.

Instill Excellence Ltd reserves the right to refuse applicants for any reason.

Cancellation by the Applicant

Where an applicant withdraws their application, with less than 1 calendar month notice, Instill Excellence Ltd will charge the full delegate cost of the course, toolkit or visit, for which he/she has been accepted under. Under such circumstances, it is in the discretion of the company Directors to waive this liability under exceptional circumstances or to allow a substitution to be made.

Cancellation by Instill Excellence Ltd

All training courses will run subject to a sufficient number of applicants having booked.

A decision will be taken 7 days before the event and should cancellation be necessary, schools will be notified as soon as possible.

Where a generic email address is given, the school will be responsible for relaying any message regarding cancellation to their member(s) of staff.

Instill Excellence Ltd reserves the right to amend or cancel, if for whatever reason, they are unable to deliver the advertised event. In these circumstances, Instill Excellence Ltd will endeavour to give adequate notice and wherever possible to offer an alternative date.

Payment Terms and Conditions

Company payment terms are strictly 30 days from invoice. Our full payment policy is available on our website.

Client Complaints

Clients are encouraged to voice their concerns at the point of service as soon as they feel unsatisfied. Staff may then be able to resolve the matter without delay. Wherever possible, we aim to resolve complaints at the point from which they originate quickly. Please contact us in the first instance and we will do our best to fix any problems or issues you may be having with our service, products or training as soon as is practicably possible. Should you not be satisfied that your complaint has been resolved, or with the way in which it has been handled, full details of our client complaint policy is available on our website.

UPDATED AUGUST 2018