



Specialist Solutions



HZL Specialist Solutions Ltd (HZL)

Booking Process / Terms & Conditions

Please complete the course application form and email the document to penny@hzglgroup.com

HZL will then contact you with deposit / full payment details and will confirm your booking by sending a booking confirmation to the email address provided. At this point the contract will be made, and HZL will supply the services in accordance with your booking. Full payment of course fees is required at least three working days before the course commencement.

Course bookings are provisional until the deposit payment has been cleared.

Cancellation / Refund Policy for Courses

Each delegate is required to pay a £50.00 deposit per course / per delegate to secure any booking. All deposits are non-refundable.

Payment can be made by cash / cheque / BACS or by credit / debit card (3% surcharge applies).

If you cancel a course booking the £50.00 deposit paid will be retained as payment for the administration of the booking application and subsequent cancellation. If required a deposit is transferrable to an alternative course date (subject to availability), if a written transfer request is received 10 or more working days before the original course date.

If a written course cancellation notice is received and acknowledged by HZL then the following cancellation policy regarding fees payable will apply (cancellation fees are applicable per delegate):

Period of Cancellation Notice Given	Fees Payable
5 to 9 working days before course	50% of the total course fees (including deposit paid)
3 or 4 working days before course	75% of the total course fees (including deposit paid)
Less than 3 working days before course	Full course fees

Registered Company: HZL Specialist Solutions Ltd

Registration No: 06340570 VAT No: 914952412



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The balance of course fees becomes due 3 working days before the course commencement. The training provider reserves the right to refuse attendance on any course where course fees have not been paid on or before commencement.

HZL may have to cancel provisional bookings where deposit funds have not cleared and reallocate spaces to other delegates whose deposit funds are fully paid. HZL reserves the right to cancel a course without notice should unforeseen circumstances occur; in this case a full refund of course fees already paid will be provided. HZL will not be held liable for any additional compensation or for costs incurred by candidates or organisations.

Refunds of course fees where candidates do not satisfy the 100% attendance requirement, or do not fully (or successfully) complete any course assessments (within specified timescales contained within the course joining instructions) will not be made.

Please ensure that all details provided within submitted forms are accurate and that you wish to make the course booking as submitted. All course bookings are subject to the terms, conditions and cancellation policy as stated above.

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