

CPC Direct Training Limited, Airport House, Purley way Croydon CR0 0XZ
Terms and conditions for booking training courses
The terms and conditions prevailing at the time of your booking

How to book

You can book online at www.cpcdirect.co.uk or by email to cpcdirect@hotmail.com or by calling 0333 577 1236.

Booking confirmation

Once we have processed your booking, we will send you a confirmation email and an invoice. Your place is guaranteed only when your deposit has been received and you have received a booking confirmation. If you do not receive a booking confirmation please call us.

Joining instructions. Joining instructions which will usually include an outline of the course, venue details, map and details of local hotels and will be issued approximately two to four weeks prior to the course. If you have not received your joining instructions three days prior to the training course, please call 0333 577 1236. CPC Direct Training Ltd will not be held responsible for non-receipt of joining instructions and refunds will not be issued under such circumstances.

Payment We require a non-refundable deposit, which will usually be 25% of the vat inclusive course fee including any up load and VAT. You will be advised of the exact amount of the deposit at time of booking and the deposit must be paid in full at the time of booking to secure your place. We require payment of the balance of the vat inclusive course fee plus any exam fee on or before the first day of training.

Payment can be made by BACS to:

CPC Direct Training Ltd Santander Sort Code 09-01-29 Account number 03913871 We also accept debit and credit card payments, and cash. We do not accept Cheques. Please quote invoice number in any correspondence.

Prices All CPC Direct Training courses published on our website are subject to VAT at the current standard rate. Course fees include tuition on the day/days and relevant course materials, refreshments if applicable this will be clearly stated in our sales literature.

Prices are quoted on our website; we do try to keep our website up to date however it is always possible that some of the prices on the website may be incorrect. Prices will be confirmed at the point of booking. No contract will be entered into until we have confirmed the price and it has been accepted. Prices will not change after the point of booking (except exam fees) once a deposit payment has been received. Where exam or awarding body registration fees, which are outside of our control, change after booking then any increase will be passed on to you and must be paid before the course commences, if you decide to cancel the course because of an increased exam/registration fee, no refund of deposits paid will be given.

Cancelling your place If you notify CPC Direct Training Ltd in writing (via email or letter) up to 14 days before the start date of a course, and where we issue you with a written (usually by email) confirmation of cancellation, then you will receive a full refund less your deposit. It is your responsibility to make sure that you receive a confirmation of cancellation from us. Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have a right to cancel within 14 days of entering into a contract with us and receive a full refund. If you wish to start the course within this cancellation period, you will need to provide us with written confirmation that you wish to waive your rights to a full refund. If you withdraw for whatever reason within the 14 days of the start date then the full fee will remain payable.

Non-attendance If you fail to attend the course on which you are booked without giving at least 14 days prior notice to CPC Direct Training Limited, we will be unable to refund the course fees or offer a transfer.

Guided learning Hours

You must ensure that you attend every hour of the course on which you are booked. Our course content is designed to meet the criteria set out by the relevant awarding bodies. Failure to attend all the guided learning hours could result in you not gaining the relevant qualification.

Warranties

CPC Direct Training Ltd warrant that the services provided under these terms will be provided with reasonable skill and care. You warrant and represent to us that: (a) you are legally capable of entering into binding contracts, and you have full authority, power and capacity to agree to these booking terms; (b) the information provided in or in connection with your booking request is accurate and complete; (c) you will be able to attend the CPC Direct Training Ltd course at the time and in the place advertised; (d) you meet the pre-requisites and qualification criteria for attending the Driver CPC Training Course (e) you are resident of the European Union.

Guarantees

CPC Direct Training Ltd will not guarantee any customer will pass any test, examination or competence certificate. If during the test, examination or competency demonstration you do not meet the standards required by the governing body applicable to that skill, CPC Direct Training Ltd cannot be held responsible.

Cancellation by CPC Direct Training Ltd Where circumstances dictate, CPC Direct Training Ltd reserves the right to alter published programs, trainers, fees or venues without prior notice. In the event of a course being cancelled, a refund of the course fee will be made but no compensation will be paid for any additional costs incurred.

Venues.

Details of the specific venue will be sent in the joining instructions for all training courses.

Dress code. There is no dress code; however, Safety shoes and long legged trousers/jeans or leggings should be worn. Due to variable temperatures of our training facilities layers are advised.

Language

The only language used by CPC Direct Training Ltd is English. If you require your course literature to be translated then please discuss this at the point on booking the course or email cpcdirect@hotmail.com at least 28 days prior to the start of the course. CPC Direct Training Ltd reserves the right to charge a fee for translation services.

Complaints procedure

In the unlikely event that you wish to complain about any aspect of our service then our complaints procedure can be requested via cpcdirect@hotmail.com

Law applicable

These booking terms will be governed by and construed in accordance with English law, and the courts of England and Wales will have exclusive jurisdiction to adjudicate any dispute arising under or in relation to these online booking terms