



Terms and conditions

Jan 2024
Version 1



Terms and Conditions

Nags Training Solutions: Terms and Conditions

1. Application of Terms and Conditions

These Terms and Conditions shall govern and apply to:

- All bookings confirmed in writing or email to Nags Training Solutions by any individual or organization.
- The provision of services and training materials by Nags Training Solutions.

They shall apply in place of and prevail over any terms and conditions contained or referred to in any documentation submitted by the Buyer unless specifically excluded or varied in writing by an authorized representative of Nags Training Solutions.

2. Website Ownership

This website is owned and operated by Nags Training Solutions. Our aim is to provide complete customer satisfaction. If you have any suggestions, comments, or need to contact us, please email us using the 'Contact Us' link.

3. Booking Confirmation

A completed online booking form or signed paper copy booking form will be the only acceptable documentation to confirm a reservation on any training programme. Where a booking is made for an organization and payment will be made via invoice, an official company purchase order must be attached or uploaded to enable an invoice to be raised.



4. Payment Terms

Full payment for the requested training course must be received within 7 days from submission of our invoice to maintain the booking. Online bookings must be paid in full at the time of booking unless otherwise agreed in writing.

5. Cancellation Policy

Cancellation of a booking by an individual or organization following submission of the booking form will attract the following charges based on the time prior to the course commencement date:

- Cancellation exceeding 30 days: No Fee
- Cancellation between 30 – 14 days: 25% of the full fee retained
- Cancellation between 13 - 7 days: 50% of the full fee retained
- Cancellation less than 7 days: Full fee retained

Postponement Policy

If you wish to postpone your booking, notice must be received at least 14 days prior to the course start date for your fee to be transferred to another course date (this does not apply to group bookings). Less notice than this may incur additional charges. Only one postponement per booking is permitted.

For **group bookings**, postponement requests must be made at least 30 days prior to the course start date. Any postponement made within 30 days may incur additional charges based on costs already incurred.

6. Nags Training Solutions' Right to Cancel

Nags Training Solutions reserves the right to cancel, postpone, or rearrange any training course without reason. In this unlikely event, Nags Training Solutions will provide as much notice as possible, and where payment has been made, the customer will be entitled to a full refund or offered an alternative course date.



7. Payment Methods

We accept most common credit and debit cards as well as payment by PayPal or bank transfer. If paying by invoice, please ensure payment is made within the specified timeframe.

8. Correcting Booking Errors

If you have made a mistake in your booking and cannot correct it on the website, please contact us, and we will assist in correcting the error.

9. Booking Confirmation and Contract Formation

When confirmation of your booking is received, this indicates that we have received your booking request. It does not indicate that a contract exists between us. We will indicate acceptance of your booking, and hence a contract between us, when we send you an invoice.

10. Tax Charges

Nags Training Solutions is a sole trader company and is not registered for VAT in the UK.

11. Credit Card Security

When an order is placed on our website, credit card numbers are encrypted using 128-bit encryption. They are only decrypted after they reach our system and are not stored in clear text on any website.

12. Satisfaction Guarantee

We guarantee your satisfaction with our training services. All our bookings come with a 30-day no-quibble guarantee. If you are unsatisfied with the course, please contact us within 30 days of the training session to discuss your concerns. Refunds or course credits may be issued at our discretion.



13. Refunds Policy

Refunds will be issued in accordance with the cancellation policy outlined above. For group bookings, a refund will only be provided in the event of cancellation or postponement made with sufficient notice as outlined in the policy.

14. Returns Policy for Goods

Your rights to return goods are protected under the Consumer Rights Act 2015 and Consumer Contracts Regulations. If training materials or products are supplied with your booking, these may be returned within 14 days of receipt, provided they are unopened and unused.

15. Changes to Terms and Conditions

These terms apply to bookings and orders placed with Nags Training Solutions. We may change our Terms and Conditions at any time, and any changes will apply to future bookings. Please do not assume that the same terms will apply in the future.

16. Legal Rights

None of these terms affect your statutory legal rights, and these rights are not diminished in any way. If any term is held to be invalid under any applicable statute or rule of law, that term is automatically omitted from the Terms and Conditions to the minimum extent necessary to comply with the law, without affecting the validity or enforceability of the remainder.

17. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of the UK, and any disputes arising from them shall be subject to the exclusive jurisdiction of the courts of the UK.