# Online live training booking form

## Customer information

Organisation name Click or tap here to enter text.

Person making booking Click or tap here to enter text.

Phone number Click or tap here to enter text.

Email address Click or tap here to enter text.

Organisation turnover Choose an item.

How did you hear about our training? Choose an item.

Click [here](https://switchboard.us4.list-manage.com/subscribe?u=5513bd9c260a2ad6cbea17482&id=f5445d5671) to receive our monthly newsletter.

## About the training

Reason for requesting this training Click or tap here to enter text.

Title of workshop Choose an item.

Desired length of course Choose an item.

Date of course Click or tap to enter a date.

The training agreement is for up to 16 participants (with some exceptions and unless otherwise agreed). How many do you expect to attend the course? Click or tap here to enter text.

What kind of work roles will the participants have? Click or tap here to enter text.

Is your team familiar with using Zoom for meetings, training etc.? Click or tap here to enter text.

Is there any other information you think the trainer will find helpful? Click or tap here to enter text.

## Booking and payment information

Agreed cost of workshop Click or tap here to enter text.

Purchase order number (if required) Click or tap here to enter text.

Name and email address of person to send invoice to Click or tap here to enter text.

I have read, understood and agree to the Terms and Conditions below Choose an item.

## Terms and Conditions

### Payment Terms

An invoice will be issued prior to the course. Full payment is required on receipt of the invoice and payment should be received within 30 days of the invoice date or 14 days prior to the course commencement date, whichever is earlier. Should the booking be made within 10 working days of the course commencement date, then payment must be made immediately. Delivery of the course may be refused if full payment has not been received and exam results will not be released until full payment has been made.

### Cancellations

Courses cancelled by the client will be refunded as follows:

* Cancellation by clients with less than 6 weeks’ notice: 25% of total fee
* Cancellation by clients with less than 28 days’ notice: 50% of total fee
* Cancellation by clients with less than 14 days’ notice: 75% of fee
* Cancellation on the day: 100% of fee

In the event of any cancellation, you must pay any costs for which we are liable to third party suppliers, for example venue, equipment or catering.

We reserve the right to cancel a course at short notice should events beyond our control make this unavoidable. If this should occur, we will reschedule the course.

Courses are subject to cancellation if there are insufficient participant numbers to make the event viable. Generally, we consider six participants to be the minimum number for a course to run effectively and safely.

### Rescheduling

Rescheduling will be subject to a £100 administration charge. Rescheduling must take place within 3 months of the original training date, subject to availability. We reserve the right to pass on any external costs caused by course rescheduling. Rescheduling must be requested more than 10 working days before the course start date. Rescheduling within 10 working days of the course will be treated as a cancellation, as above.

### Non-attendance of a trainer due to illness or an emergency:

In the rare event of a trainer being unable to honour their commitment to a training event, Switchboard would reschedule the training on a complimentary basis.

### Handouts

We are happy for our handouts to be used by our clients for internal training and induction purposes. We do not however permit our course material to be used by other independent trainers. Where any of our material is used by our clients for whatever purpose we do require that an acknowledgement of our copyright is made.

### Liability

Switchboard cannot accept any liability for any actions whatsoever of course participants.