



Training Booking Terms & Conditions

Confirmed Bookings

When you make a **full payment** on application for a course, Shen Mantra will check the course status, and acknowledge its acceptance by e-mail.

Provisional Bookings

When you make a booking and pay a **deposit**, a place will be reserved for you on the course.

To retain your place on the course, you must pay the balance of the course fee 7 days prior to the course commencement date. This can be paid online (if booked via the website), by direct bank deposit or online banking (UK), EFT (SA). Details will be provided by request.

You are liable for the payment of course fees in full, before the end of that training and regardless of whether you complete the training or not.

PLEASE NOTE: If enrolling on a workshop or one of the longer courses, **payment is due immediately should the booking be made within 7 days of the course commencement date.**

Attending Instructions

Upon receipt of your booking, further details / instructions will be forwarded to you. If for whatever reason payment is not received, attendance at the course will not be permitted.

Payment Terms

Payment is due when you make a booking. Deposit payment is required on application and the remainder to be paid before the discounted date (if a discount applies and you want to take advantage of the discounted price), or 7 days prior to the course commencement date (where you will have to pay the full balance of the non-discounted rate). Payment is due immediately should the booking be made within 7 days of the course commencement date.

All deposits are non-transferable and non-refundable for whatever reason.

Certificates

When you have successfully completed a course you will be sent the appropriate level of certificate (diploma or certificate). Where courses are externally assessed and accredited, there will be a delay in you receiving the diploma certificate. This will be forwarded to you via post to the address held on our data base.

Should you need to change an exam time or postpone to a later date, this will also be subject to the current fees which are charged by the examining body.

Cancellations

Cancellations will only be accepted if made in writing and received at least four weeks before the start of the course. Later cancellations cannot be accepted and the full payment for the course will remain payable.

Course Changes

Shen Mantra reserves the right to improve the specification and format of its courses for the benefit of all its students/applicants without notice. Tutors may be changed without prior notice in instances of unforeseen circumstances.

The location and date of the course will be as advised to you at the time of booking. Shen Mantra reserves the right to change the location of the course and will advise you as soon as this change is known.

Shen Mantra reserves the right to cancel or reschedule any course and will advise you as soon as this change is known. We will use all reasonable endeavors to avoid changes of this nature. When this is unavoidable Shen Mantra will refund in full all fees paid by you, or transfer you to another rescheduled or alternative course.

Re-sitting / Re-scheduling Exams

In the unlikely event that you need to retake an exam you will be entered for the next available exam date. This will be subject to the current fees which are charged by the examining body.

Warranty and Liability

You accept that it is your responsibility to verify that the courses you apply for are suitable for your requirements and that you have the necessary level of competence and prerequisite qualifications where necessary to be able to achieve the objectives of the course.

Shen Mantra liability for loss and damage shall be limited to a claim for damages. The maximum aggregate liability will be the charges for the course out of which the loss or damage has arisen. Shen Mantra will not be liable for indirect, special or consequential loss (including loss of anticipated profit or data or for any expenses incurred with joining that course), howsoever arising, even if it has been advised of such potential loss.

It is also your responsibility to make sure that details held on our database are up to date and correct as all course information and certificates will be forwarded to the current details which are held.

Shen Mantra reserves the right to ask a student to leave a course (without recompense) if in its opinion a student's behavior is deemed not conducive to a team environment.

Copyright

The copyright and all other intellectual property rights in all course materials shall remain the sole and exclusive property of Shen Mantra. You undertake that you will not copy or permit the copying of course materials, nor disclose or permit the disclosure or sell or hire the same to third parties, nor use the same for running your own courses.

Sign _____

Place _____

Date _____