



## Atrium Consulting - Training and Events Terms and Conditions

### Services

These Terms and Conditions cover training courses or other events (such as management coaching, seminars and workshops) that are provided by Atrium Consulting whether directly or indirectly by third party companies or trainers.

The attendees are responsible to ensure that the course chosen is appropriate and to understand any pre-requisites. Atrium will provide information upon request, which should be made before booking.

### Booking

Courses may be booked on-line, by email or by phone. Once the booking is approved, confirmation will be sent by email, which then forms the contract. Joining instructions or registration information will be sent prior to the course as necessary.

### Payment

Invoices will be sent once the contract is formed. Unless stated otherwise payment is expected within 7 days of the invoice date or before the course starts, whichever is sooner. Payment methods include PayPal, credit card, bank transfer and cheque. Where charges apply due to the type of payment, this will be made clear prior to asking for payment and will be limited to the costs incurred by Atrium.

The fees will cover only those items specified in the invoice (such as course fees, training material, accommodation, lunch etc.). Unless specified otherwise, fees will not cover travel, parking, ad-hoc hotel expenses, or provision of equipment (such as laptops), etc.

### Cancellation

Unless specified otherwise, there is no right of cancellation. If notice is given at least two weeks prior to a course, then Atrium will make reasonable endeavours to refund all or part of the fees, retaining only direct costs incurred due to the cancellation. Alternative delegates may attend, providing that 24hrs notice is given, that the alternative would have been eligible for the course and has met any pre-course requirements. Non-attendance for whatever reason will be considered to be late cancellation and payment will not be refunded / full payment will be due.

### Conduct

All delegates will be required to conduct themselves properly and to the standards specified by the trainers. Failure to do so may result in them being asked to leave the course or event – in which case no refund shall be given.

### Rescheduling

Atrium will make all reasonable endeavours to avoid rescheduling a course or event. If a course or event is rescheduled then delegates will be offered a choice of alternative dates and/or venues within 3 months of the original date. Atrium shall not be liable for any costs or compensation to the delegate due to a course being rescheduled.

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