



2020-2021

## Lakwera Services LTD – The Training Courses Center – Course enrolment steps

When participating in any of our courses and activities, the following rules apply to all course candidates:

Please read the course enrolment steps as this is the way how all the course applications are being dealt with.

All our courses are provided on the first come first served basis. The only way to secure a place on any of our courses is by making payment securely on our website via debit or credit card or PayPal connection, or transfer via BACS – bank transfer.

1a. Once payment is made; we will email within 2 hours the secure place confirmation on your chosen course also followed by text message. Candidate is responsible for checking their email, we will only use the email provided when payment for the chosen course is made.

1b. Your course booking constitutes a request to us to reserve a place for you on a Course with a specific start date (Course Commencement Date). All bookings are subject to acceptance by us, and we will confirm such acceptance to you by sending you an email confirming that a place has been reserved for you on the Course. The contract between us (Contract) will only be formed when we send you the Course Confirmation.

You may also:

1. Make an enquiry via telephone 020 3239 6977 by email [info@trainingcourses.center](mailto:info@trainingcourses.center) . If your enquiry is made by telephone the receptionist will take your details and the course organizer or manager will follow this up via email or telephone to confirm your booking. Please check both inbox and spam/junk folder for confirmation if you have not used your work email address to contact us.
2. An email with the requested course information and how to book will be sent by the end of the day (we strive to send this usually within 2-3 hours from contact).
3. If you are informed that you are booked provisionally please note that we can only hold your place for a short time and your place cannot be guaranteed.



4. In the exceptional situation where you have arranged to pay by cash on your first attendance on the course (for example – if you do not have a bank account), in the event of “no show” we will issue you an invoice for the administration costs incurred of £25.
5. If you are more than 15 minutes late for your course without notification you may lose your place on the course, refund is not possible in this situation.
6. If you book on a course provisionally and fail to notify us within 48 hour prior to the course starting that you are unable to attend, we may reserve the right to offer you further bookings.

**Cancellations or rescheduling:**

You will be refunded the full fee paid for the course if you have given 7 days’ notice (including weekends) for cancellation.

Please give us a 48h notice if unable to attend and we are happy to reschedule you on our next available date for your chosen course, provided the course fee was paid in advance. If this is not possible within 6 months you may choose to use the funds for any other course that we have available within 12 months of payment made toward your initial chosen course.

If you cancel on the date of the course that you have paid for, we are unable to reschedule and we cannot refund your fee or reschedule, due to course costs and bookings already allowed for and incurred by us.

We are not able to issue refunds for our courses, unless if 7 days’ notice is given, we can also re-book/reschedule you for next available dates for the chosen course(s). If this is not possible within 6 months you may choose to use the funds for any other course that we have available within 12 months of payment made toward your initial chosen course. At the end of the financial year if a course booking has not been used, we will write to you with the conclusion depending if a refund or a cancellation has been issued.

We reserve the right to cancel or postpone any of our courses for any reason including for matters of health and safety that may prevent the course from taking place, in this situation you will be issued with communication and an automatic refund.