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| **Terms & Conditions**  |
| **Merlin ERD Limited Training: Terms & Conditions** **OPEN SEAT TRAINING COURSES** **Payment** By accepting these T&C’s your place(s) will be confirmed.  The price is exclusive of applicable taxes. Payment is accepted via credit card, bank transfer or by Company purchase order and invoice. Payment must be received prior to the commencement of the applicable course**.** **Cancellations by Participant** We recognise that business demands on participants can change and therefore plans to attend one of our courses may alter, often at short notice. To that end, if you are unable to attend the course you are booked on, you may transfer your booking to another delegate at no cost, as long as you notify us of the name change in writing before the course begins. If you are unable to attend and cannot, or do not wish to transfer the booking to someone else, we may accept the fee paid as payment towards a place on a future course that takes place within 12 months of the originally-booked event, on condition that we are **notified in writing** of your intentions **at least 4 weeks prior** to the originally booked event. Bookings can only be transferred once. If you are unable to attend and cannot transfer your place to another person or to another event or it is **less than 4 weeks** until the course date, then your booking is deemed non-refundable. However, we are happy to offer a 50% credit against a future course (to be taken within 12 months). No refund will be made for non-attendance on the course (including transferred bookings). **Cancellations by Merlin ERD Ltd** We reserve the right to cancel or change the time and date of the training course at our discretion.  If we exercise this option, we will notify you **at least 4 weeks prior** to course start date. We also reserve the right to alter trainer(s) and/or training location(s) if necessary. If the course is cancelled by Merlin ERD, delegates have the option to receive a full refund or to be enrolled in another course (the cost of the original course will be applied to the cost of the replacement course). Merlin ERD Ltd is unable to reimburse any other costs that may have been incurred, including flights, accommodation etc.  |