

## **Payment Terms and Conditions – In-house Training Provision**

The terms and conditions for booking in-house delivery training courses can be found below. These let you know the process by which we book and charge for training courses. If you have any questions regarding any aspect of these Terms and Conditions, please email us on [enquiries@esp.uk.net](mailto:enquiries@esp.uk.net).

### **Proposals and Pricing**

- Unless unsuitable, we generally price on a per-delegate basis excluding VAT. This cost includes learning materials, trainer's fee and other costs. We charge disbursements separately, post-delivery.
- If design and development is required prior to delivery, this will be quoted at an additional cost.
- We give a per delegate price based on the number of delegates indicated to us by the client. This cannot be changed once a purchase order has been issued, even if the number of delegates changes.

### **Dates for Delivery**

- Whilst organising dates for possible delivery of the course, we will liaise with the client to find the most suitable date. Though we do endeavour to deliver the course on or around the requested date, sometimes our trainer's diary and the timescales required will not allow for this.
- If the client asks us to suggest dates for delivery, due to scheduling constraints on our trainers, we can only offer 3 dates at a time. If none are suitable, another 3 dates will be suggested and so on. This means the three dates can be reserved for the client at a time, but also that the trainers schedule is kept open.

### **Purchase Orders, Invoicing and Order Fulfilment**

- Once the proposal has been issued and agreed, we require a purchase order or similar written statement of intent. This lets us know that you agree to the works being carried out and there is no foreseeable reason why the order would be cancelled. It also shows that you agree that there will be costs incurred should the session be cancelled between the purchase order being made and the course delivery date. This may be the cost of manuals ordered, or a bill for the consultancy preparation time incurred.
- Once this has been provided, we will begin any preparation work required and/or orders which will be fulfilled.
- Once a purchase order has been received, we will also invoice upfront for the cost per delegate price (mileage and reasonable expenses will be invoiced after the course delivery date). This covers the upfront costs as previously mentioned, such as learning materials orders and design and development. This can be paid using BACS transfer or card and should be paid no less than two working weeks from the course delivery date.
- We require the number of delegates to be finalised no later than 3 weeks prior to the course delivery date. We will send the invoice initially using the delegate numbers indicated to us when the purchase order is issued, but this may be reissued should the number of delegates

change prior to the 3 weeks before the course. We do ask that you please endeavour to give us the final number of delegates to the best of your knowledge, upon issuing a purchase order.

#### **On the Day**

- On the day of delivery, should the number of delegates be less than those invoiced for (e.g. 10 were paid for but only 8 attend), we cannot issue a credit note based on the actual number of delegates who attended on the day.
- Unless in exceptional circumstances discussed and agreed with ESP, we cannot add any additional course delegates less than 2 weeks prior to the course date.