

CHARGES & CANCELLATION

- 1.1 In consideration of the provision of Training the Customer shall pay to Pride the Charges.
- 1.2 The Customer shall pay the Charges in advance upon submitting its booking request for the Training, or otherwise in accordance with the credit terms agreed separately in writing with Pride. Unless otherwise agreed in writing with Pride, Pride shall be under no obligation to provide Training that the Customer has not paid for in advance.
- 1.3 If any 'Closed' (or exclusive) Training is cancelled by the Customer more than 28 days before the date of the Training, a full refund of any Charges already paid will be given. For cancellations made within a period of 28 days before the date of such Training, the Customer shall be liable for:
 - 1.3.1 Any non-refundable Charges applied by the Training Location or any other venue to Pride in relation to the cancellation of the Training; and
 - 1.3.2 For cancellations between 15 and 28 days before the date of the Training, a sum equal to 50% of the total Charges of the Training cancelled;
 - 1.3.3 For cancellations between the agreed date of the Training and 14 days in advance of that date, a sum equal to 100% of the total cost of the Training cancelled.
 - 1.3.4 Any failure to attend Training on the day shall be deemed to be a cancellation by the Customer under clause 1.3.3.

1.5 No refund shall be payable to the Customer if the Training is only partially completed.

1.6 The Customer may request Pride to re-schedule any 'Open' (or non-exclusive) Training at any time. Pride shall only be obliged to accept such a request if (i) the request is submitted to Pride a reasonable period of time prior to the commencement of the relevant Training; (ii) the Customer pays to Pride an administration fee of £15.00 in respect of the re-scheduling.

1.7 Pride may, at its sole discretion, agree credit terms with the Customer. In these circumstances a valid Purchase Order number must be provided by the Customer at the point of booking and an invoice will be issued by Pride. Such invoices must be paid within 30 days of the date of invoice (or in accordance with such other credit terms as may be agreed by the parties in writing).

1.8 If the Customer fails to make a payment due to Pride by the due date, then the Customer shall pay interest on the overdue sum from the due date until payment of the overdue Charges, whether before or after judgment. Interest under this clause 1.7 will accrue each day at 4% a year above the Bank of England's base rate from time to time, but at 4% a year for any period when that base rate is below 0%.