

LEGAL TERMS & CONDITIONS

1) DEFINITIONS

"Goods" means any goods and/or services provided by Top of the Range Training as ordered by the Client

"Business" means Top of the Range Training

"Client" means the person, firm or company placing an order with the Business

2) APPLICATION

These terms and conditions apply to any provision of services or materials by the Business to the Client.

3) QUOTATIONS

The prices, quantities and delivery time stated in any informal quotation are not binding on the Business.

They are commercial estimates only which the Business will make reasonable efforts to achieve.

Once a formal quote has been released by the business, it will be valid for 30 days from the date of the quote.

4) BOOKINGS

Bookings will be deemed to have been made when an email confirmation has been received by a responsible executive of the client firm or company.

5) TIMETABLE

The Business will use its best endeavours to maintain an accurate timetable for the supply of services or training, however, they will not be held responsible for any unforeseen circumstances including any Covid related issues.

Late bookings will in most circumstances be achievable, however, the Business takes no responsibility for training date unavailability particularly during Oct, Nov, Dec, Jan, and Feb of every year.

6) PAYMENTS

New clients or other clients out of terms may be expected to pay for their services unless otherwise stated in an email by the Business.

All other accounts that become invoiced by the Business shall be paid by the Client, Firm or Company within seven (7) days of the date of invoice unless otherwise agreed in writing by the Business and the Client, Firm or Company.

7) CANCELLATION/ NO SHOW POLICY

The Business - Top of the Range Training, know that unexcepted things happen in life - however, they do have a Cancellation/No Show Policy.

Please advise the training office 24 hours before the scheduled booking that the Client, Firm or Company will not be attending - with no fee.

Failure to notify the training office 24 hours before the scheduled booking will result in a Cancellation/No Show fee being charged to the Client, Firm or Company.

This fee is half the course cost of the scheduled booking.

If the booking was for an offsite location the Business will charge the Client, Firm or Company half the training cost and the required travel fee.

8) URGENT CERTIFICATE ISSUANCE

\$20 applies if the Client, Firm or Company need an urgent certificate due to the increased cost of processing to the Business.