

Terms and Conditions

(23.02.2026)

1. Fees

- 1.1. For customers with no credit account in place, invoices are due immediately at the time of booking. Credit accounts are available subject to completion of a credit agreement and passing credit checks.
- 1.2. Where a credit account has been agreed, all fees are payable **30 days** in advance of the commencement date. Payment will be required at the time of the booking if the course start date falls within this timescale.
- 1.3. Exam result/certificates and/or reports will only be issued once payment in full has been received.
- 1.4. Payment is to be made prior to the course date. We will not be required to provide the course if payment in full has not been received in line with this condition.
- 1.5. Ethical follow up audits are not included in the initial audit fee. If required, follow up audits will incur an extra cost.
- 1.6. We reserve the right to charge interest on overdue fees.
- 1.7. VAT is payable on all fees for courses and audits taking place in the UK. This includes remote courses where the trainer is delivering the course from the UK.
- 1.8. The fees are as advertised on our website or otherwise advised to you at the time of booking.
- 1.9. Where examination fees are included in the course fee, this refers to ONE examination fee per person. An extra charge will be made for any re-sits.
 - 1.9.1 Examination papers will only be ordered on payment of the examination re-sit fee.
 - 1.9.2 Re-sits should be booked through our website on the [exam resit procedure page](#).
- 1.10. We reserve the right to charge for any additional amendments to audit reports once the report has been approved by the client and has been submitted on Sedex.

2. Terms of Booking

- 2.1. Once a booking has been confirmed, we do not accept cancellations, and you are liable for payment.
- 2.2. If a delegate books on an open course and decides not to attend but has already paid, we are unable to offer a refund. However, we are happy to accept substitutions or transfers (see Substitutions and Transfers sections below).
- 2.3. If a delegate fails to attend a course and does not notify us, the full fee will be forfeited.
- 2.4. If an in-house course or audit is booked and later postponed, we will re-schedule it to a later date which suits both parties, subject to our agreement and availability. You will be liable for any costs incurred as a result of the postponement and the original invoice fee and due date will still stand. Any additional expenses incurred when the course takes place will be invoiced separately.
- 2.5. If an in-house course or audit is booked, and following confirmation you decide not to go ahead, you will be liable for the following fees:
 - 2.5.1. Informed VWA within 30 days of start of course/audit - 100% of the course/audit fee.
 - 2.5.2. Informed VWA outside 30 days of the start of course/audit - 75% of the course/audit fee. You will also be liable for any costs incurred in relation to the booking.

3. Substitutions

- 3.1. Substitution of delegates can be made at any stage at no cost but must be made in writing (subject to our agreement).
- 3.2. The original delegate will be transferred onto the next available course, unless VWA is informed otherwise.

4. Transfers

- 4.1. Transfers to the same course at a future date, subject to availability of places, will incur the following charges:
 - 4.1.1. Transfers made within 30 days of the course: £200 + VAT.
 - 4.1.2. Any hotel cancellation fees (if accommodation is included in the cost), plus any related administration charge.
- 4.2. When a delegate transfers to a course at a later date, the fee for the training course will still be payable on the due date stated on the invoice.
- 4.3. All transfers must be made within 12 months from the commencement date of the original course. A maximum of 3 transfers is allowed within this 12-month period otherwise all fees for that place will be forfeited.
- 4.4. All substitutions or transfers requested verbally must be confirmed in writing. Changes requested will become effective on the date of receipt of written confirmation.

5. Responsibility

- 5.1. The person placing the booking agrees to be responsible for the attendance of any delegate they book on a course.
- 5.2. The person placing the booking agrees to be responsible for ensuring the suitability of the course for the delegate prior to the booking.

6. Right of Refusal

- 6.1. Your booking is deemed to be an offer to receive training pursuant to these terms and conditions which we will accept by notifying you. We are not obliged to accept any order or offer.

7. Limitation of Liability

- 7.1. In no circumstances will we be liable, in contract, tort, or otherwise for any indirect, inconsequential, or special loss or damages suffered or sustained by you or by any candidates attending a course.
- 7.2. VWA shall not be liable for performing any of our duties in respect of an order which is caused to be cancelled by any event outside our reasonable control.

8. General

- 8.1. If any of these terms and conditions are found to be invalid, illegal or unenforceable, that part shall, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this agreement shall not be affected.
- 8.2. These terms and conditions constitute the entire agreement between you and us and supersede any previous agreements, arrangements, understandings or representations. Nothing in these terms and conditions excludes any liability for fraud or fraudulent misrepresentation.
- 8.3. No variation of any of these terms and conditions shall have effect unless it is agreed in writing by us.
- 8.4. These terms and conditions shall be governed by English law and you submit to the jurisdiction of the courts of England and Wales.
- 8.5. We reserve the right to charge any sums to which we are entitled pursuant to the Late Payment of Commercial Debts (Interest) Act 1998, as amended and supplemented by the Late Payment of Commercial Debt Regulations 2002.