



## **Sapphire Training Terms and Conditions**

In addition to Sapphire's Standard Terms & Conditions the following terms apply to training bookings:-

- Cancellations received between 2 (two) and 4 (four) weeks prior to commencement of a course/, will be eligible for a full credit to a future course offered to the value of the credit, or as part payment for a different course offered.
- Any cancellations received less than 1 (one) week prior to commencement of a course, will forfeit the full fee.
- All cancellations must be received in writing and acknowledged by Sapphire in writing.
- Sapphire shall not be responsible for the loss or theft of course materials after delivery to the customer. Replacement copies of course materials will only be provided by on receipt of payment.
- A course booking may be rescheduled once only.
- Sapphire reserves the right to cancel any course up to 1 (one) week prior to commencement of a course/test. In the event that a course/test is cancelled by Sapphire, all registrants will be eligible for priority re-scheduling or full refund. Sapphire reserves the right to cancel any course should there be insufficient candidates to warrant a course/test being run.

### **Sapphire**

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