Booking Terms & Conditions

SHORT COURSES AND WORKSHOPS

1. Payment Terms

1.1. Payment must be received upon enrolment or within 30 days of invoice date. International bookings will not be confirmed until payment has been received.

1.2. We accept payment by BACS or selected credit/debit cards.

2. Cancellations, non-attendance, transfers and substitutions

2.1. All cancellations and requests to transfer must be made in writing to the Education Department either by email (education@naj.co.uk) or letter and will be acknowledged in writing.

Cancellations

2.2. There is no charge for cancellations received 31 or more days before the start of an Event.

2.3. Cancellations received 15-30 days before the start of an Event are subject to a cancellation fee of 25% of the Event fee.

2.4. Cancellations received 8-14 days before the start of an Event are subject to a cancellation fee of 50% of the Event fee.

2.5. Cancellations received 0-7 days before the start of an Event are subject to a cancellation fee of 100% of the Event fee.

2.6. If the delegate has previously transferred from an alternative Event or Event date and then subsequently cancels from the new Event or Event date, then the cancellation fee charged will revert to the balance of the fees applicable at the time of the original transfer.

Non-attendance

2.7. If the delegate fails to attend the Event, the full Event fee is payable.

Transfers

2.8. There is no charge for transferring to an alternative Event or Event date, provided the request is received 29 or more days before the start of the original Event. One free transfer can be made per delegate, per annum after which there will be a transfer fee of 25% of the original Event fee for each further transfer request.

2.9. Requests to transfer received 15-28 days before the start of the original Event will be subject to a transfer fee of 50% of the original Event requests to transfer received 0-14 days before the start of the original Event will be subject to a transfer fee of 75% of the original Event fee.

Substitutions

2.10. Delegates may send a substitute to an Event but must give the NAJ a minimum notice of 5 working days.

The following policy applies to Event bookings where the delegate requires a student or work visa in order to enter the UK.

3.1. If you are booking for an Event and are travelling from a country outside the European Economic Area (EEA) you may require a student or work visa in order to gain entry to the UK. More information is found at www.ukvisas.gov.uk.

3.2. Please allow sufficient time before the start of the Event for your visa application procedure. If you are refused a visa we will provide a full refund of the Event fee. In order to make the refund we will

10 Vyse Street
Birmingham B18 6LT
0121 237 1110
naj.co.uk | @UKNAJ

3. Visa refusal refund policy

The following policy applies to Event bookings where the delegate requires a student or work visa in order to enter the UK.

3.1. If you are booking for an Event and are travelling from a country outside the European Economic Area (EEA) you may require a student or work visa in order to gain entry to the UK. More information is found at www.ukvisas.gov.uk.

3.2. Please allow sufficient time before the start of the Event for your visa application procedure. If you are refused a visa we will provide a full refund of the Event fee. In order to make the refund we will

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require a copy of your visa application and the notification of rejection of the application.

3.3. Where we are informed of a visa application refusal less than 29 days before the start of the Event, you will incur an administration fee of 50% of the Event fee.

JET QUALIFICATIONS AND TRAINING PROGRAMMES

4. Payment Terms

4.1. Payment must be received upon enrolment or within 30 days of invoice date. International bookings will not be confirmed until payment has been received.

4.2. We accept payment by BACS, direct debit or selected credit/debit cards.

4.3. If the student is inactive on their qualification (without agreed extensions in place) for a period of up to 6 months, the NAJ reserves the right to charge a re-enrolment fee of £100 + VAT. An amended timetable will be issued, and no further extensions will be allowed. Failure to adhere to the new timetable will result in the course being cancelled.

4.4. If the student is inactive on their qualification (without agreed extensions in place) for a period of more than 6 months, the NAJ reserves the right to cancel the qualification. The students would need to re-enroll at full cost should they wish to complete the qualification at some point in the future.

5. Cancellations, non-attendance and transfers

5.1. All cancellations and requests to transfer must be made in writing to the NAJ Education Team either by email (education@naj.co.uk) or letter and will be acknowledged in writing.

Cancellations

5.2. Cancellation of a Training Programme will be accepted if the cancellation is within 7 days of the original enrolment date, and the student has not commenced study of the training programme.

5.3. There is no charge for cancellation if the cancellation request is received within 3 months of the qualification enrolment date and the student has not submitted any work for assessment.

5.4. If the student wishes to cancel from a Training Programme or Qualification once study has commenced, the full fee is payable.

Transfers

5.5. Students are unable to transfer to another Training Programme or Qualification once they have commenced study.

5.6. Substitution of a new student from the same company onto a Qualification will be accepted within three months of the enrolment date, but only if the enrolled student has not yet submitted any work for assessment. Substitutions will be subject to an administration charge of £60

5.7. Substitution of a new student onto a Training Programme is not permitted.

6. General

6.1 You will receive automated email confirmation of your event, qualification or training programme registration upon booking. Confirmation of the event, qualification or training programme details will be issued by the NAJ Education Team no later than 5 working days prior to the event or qualification start date. This will include confirmation of timings, location and programme. If you do not receive these details, please contact the Office via email at education@naj.co.uk

6.2 If you are added to an event waiting list, we will notify you no later than 5 working days prior to the start date if a place becomes available. Places will be allocated on a first come, first served basis. The standard payment terms will apply.

6.3 It may be necessary for reasons beyond the NAJ's control to change the content, timing, speakers or venue for an event.

6.4 The NAJ reserves the right to cancel an event if there are insufficient registrations. We will cancel events not later than 5 working days prior to the scheduled start date. In this instance, we will issue a full refund of event fees or, if the registrant prefers we will provide the option to transfer to another event.

6.5 The NAJ will not accept responsibility for any travel or other costs incurred by the registrant should an event be cancelled or postponed.

6.6 The NAJ will not accept responsibility for any equipment delegates chose to bring with them to an event.

6.7 The NAJ reserves the right to revise these terms and conditions without notice.