

## **Booking and Payment Information**

### **Booking a Course**

You can book all courses online at [www.o-ml.co.uk](http://www.o-ml.co.uk)

### **By Fax, Post or E-mail**

You can download a booking form, fill it in and then either fax, post or email it to it to us at [training@o-ml.co.uk](mailto:training@o-ml.co.uk).

### **Booking Confirmation**

We will send you a confirmation email when we receive your booking. Please contact us if you have not received confirmation after 10 working days.

### **Course information**

All courses can be run in-house at a time and venue of your choice. This is cost effective if you have more than five people who require training. Call us for more information on 0203 051 8617.

### **Payment**

#### **Courses**

We can invoice you. Payment must be received at least 48 hours before the date of the training course. If you are booking for several courses we must receive payment before the date of the first course.

You must send a cheque payable to Occupational Management Limited with your booking form or you can pay by BACS. If you want to pay by BACS you will need to contact us for our bank account details to be able to make the money transfer. If you make a booking five working days prior to the course, please enclose a cheque with your booking form and an invoice will be issued upon receipt.

#### **Project Work**

You will be required to pay 40% of the project cost at the beginning of a project, an additional 30% half way through the project and the remaining 30% upon completion of the project. We will invoice you and all invoices must be paid 28 days from date on invoice. Overdue accounts are subject to a penalty, a service charge of 2% per week.

## **Consultancy/HR Projects**

First consultation is free. Fees are agreed after initial consultation. Call us for more information.

## **In- House Training**

All sessions are up to 10 people. Our training generally works out at £100 or less a day for each delegate. There is a material fee of £12 per trainee.

## **Cancellation**

Once a booking has been made and confirmed, please note that there are cancellation fees.

Cancellation must be made in writing to [cancellation@o-ml.co.uk](mailto:cancellation@o-ml.co.uk) or sent by fax to 0207 051 8617, whether payment has been made or not.

1. For cancellation four weeks or more before the training day, 90% of the fees will be refunded.
2. For cancellation three weeks, but more than seven working days before the course, 50% of the fees will be refunded.
3. For cancellations within 7 working days of the course, the full fee will be due; we will give you a discount of up to 15% of the paid fees to be used on another course.

***\* No fees are refundable for non- attendance.***

## **Transfer Policy**

Should you want to transfer to a different day or course up to three weeks before a course, we will be able to arrange a transfer. However we can only arrange one transfer per booking. Additionally if a booking is cancelled after transferring, the full course fee is due.

We reserve the right to cancel a course at anytime without liability. In such circumstances we will offer you an alternative date, a credit note or a full refund.

## **Other Requirements**

If you have any individual requirements please contact us on 0203 051 8617 or email [info@o-ml.co.uk](mailto:info@o-ml.co.uk)