

## **Carnegie Enterprise Course Booking Terms and Conditions**

Full payment must be made for your course booking to be confirmed in advance of the course start date or, where a purchase order number has been provided to secure the course booking, within 30 days of the date of the invoice, whichever is earlier. This applies where you are paying the course fees or where your Employer or other Sponsoring Organisation is paying the course fees on your behalf. Payment can be made by debit or credit card, direct transfer, cheque, cash or BACS. We reserve the right to refuse course entry in the event of non-payment of the full course fees in advance of the course start date.

### **Payment Options:**

Payment can be made over the phone direct to Customer Services using your Debit or Credit Card on 0344 248 0117. This is the easiest option and will allow immediate confirmation of your place on the course.

Payment can be made by direct transfer from your bank account to the college's bank account using the bank details below. Please use your student ID number as the reference.

Account Name	Carnegie Enterprise Ltd
Sort Code	83-33-00
Account Number	00770206
Branch	DUNFERMLINE
Bank	Royal Bank of Scotland

Payment can be made by cash at Carnegie Enterprise.

Payment can be made by cheque and should be returned to the Finance Department using the address below. Please ensure that cheques are made payable to 'Carnegie Enterprise Ltd' and that the student ID number and course title is written on the back of the cheque. Once your cheque has been processed, Customer Services will be in touch to confirm your course booking.

Employers can also make payment by BACS. Please post the BACS remittance quoting the BACS Payment Details to the Finance Department along with the completed Booking Request Form or e-mail the remittance using the address below. Once your BACS payment is processed, Customer Services will be in touch to confirm your course booking.

Carnegie Enterprise Ltd  
finance@fife.ac.uk  
Finance Department  
Pittsburgh Road  
Dunfermline  
KY11 8DY

## Cancellations

Subject to the subsequent sentence, delegates who are acting for purposes outside, and relating to, their trade, business, craft or profession, have a right to cancel course bookings within **fourteen (14) days** of the day after receipt of the course booking confirmation (the “Cancellation Period”). Delegates who are acting for purposes relating to their trade, business, craft or profession and therefore, not subject to the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, will not be permitted to cancel the course booking if the course booking is made less than **sixteen (16) days** before the course start date.

If delegates give Carnegie Enterprise notice of cancellation in writing by emailing [info@carnegiebusiness.com](mailto:info@carnegiebusiness.com) within the Cancellation Period, Carnegie Enterprise will offer a full refund with no additional administration charges. Where written notice of cancellation is received outwith the Cancellation Period, the course fees will be refunded at the discretion of Carnegie Enterprise.

We reserve the right to cancel the course if necessary and delegates will be offered a place on the next available date at no additional charge. If no future course dates are suitable, a full refund of course fees will be offered.

## Transfers

If you are booked on a course and need to transfer to a new date, please telephone Customer Services 01383 559133 as soon as possible. Course transfers outwith the Cancellation Period will be subject to the following fees:

1. Less than 3 weeks' notice – transfers will be treated as a cancellation and the full cost will be payable;
2. Between 3 and 4 weeks' notice - transfers will incur a charge of 50% of the whole cost as indicated;
3. Between 5 and 8 weeks' notice - transfers will incur a charge of 20% of the whole cost as indicated; and
4. More than 8 weeks' notice - transfers will incur a £75 administration fee.