

# Terms and Conditions of Booking

**Important note:** Returning the completed booking form brings into existence a legally binding contract between AML Skills Ltd (AML) and the Customer, complying with the terms and conditions listed.

Before booking a course/event, please ensure you have read the course content, to ensure the course meets your training needs and that you are able to meet pre-requisites, where stated.

If a course registration/booking form is completed by an individual other than the named learner, it is the responsibility of the employer to ensure the learner is suitable for the course and has the relevant experience.

AML cannot confirm a booking until a Booking Form has been completed by an authorised person and received by AML.

Upon receipt of your booking form confirmation will be sent via email within 48 hours.

## Open / Scheduled Courses Cancellations / Rescheduling

Should the Customer wish to cancel a booking, the Customer must notify AML Skills Ltd in writing by letter or email headed 'Notice of Cancellation'. For the avoidance of doubt, "Notice of Cancellation" will not be accepted by telephone.

If a course/learner is cancelled by the Customer the following charges will apply:

| Cancellation Rescheduling  | Cancellation Fee Payable |
|--|--------------------------|
| 14 Working Days  | 50%                      |
| 7 Working Days   | 100%                     |
| *excluding extenuating circumstances which will be charged at AML Skills Ltd's discretion. |                          |

Should the Customer provide AML Skills Ltd with Notice of Cancellation with more than 14 working days prior to the commencement of the course a full refund of any course fees paid will be refunded, with no cancellation charges due.

Should the Customer wish to reschedule a booking, the Customer must notify AML Skills Ltd in writing by letter or email headed 'Notice to Reschedule'. For the avoidance of doubt, "Notice to Reschedule" will not be accepted by telephone. Should the course be postponed within 7 days of the course date AML Skills Ltd reserves the right make a surcharge to the Customer, in addition to the agreed original invoice value. This would be 10% of the invoice value.

All materials including publications and certification provided to the Customer remains the property of AML Skills Ltd until full payment has been received.

We reserve the right to claim statutory interest at 8% above the Bank of England base rate for late payment in accordance with the Late Payment of Commercial Debts (Interest) Act 1998."



Head Office  
AML Skills Ltd  
Commerce House  
Commerce Park  
Wirral  
Merseyside  
CH41 9HP

### Contact Details

t: 0151 257 5138

e: [info@amlskills.com](mailto:info@amlskills.com)

w: [www.amlskills.com](http://www.amlskills.com)

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## Purchase Orders

Purchase orders may be accepted in lieu of payment at the time of booking at AML Skills Ltd discretion. Acceptance of purchase orders is subject to AML's prior approval for credit terms. Purchase orders shall not be accepted from any customer at any time during which the customer's account is placed on "stop" due to default.

## Invoicing and payment

Payment must be made in Pounds Sterling by cheque, credit/debit card or BACS. AML Skills Ltd bank details;

Sort code: 09-01-28

Account: 62052637

Invoices will be subject to VAT at a rate of 20%

## Force Majeure

Force majeure: AML Skills Ltd shall be entitled to delay or cancel delivery of Services, or to reduce the amount of Services delivered, if it is prevented from or hindered in, or delayed in the provision of Services through any circumstances beyond its reasonable control including strike, lock-out, accident, war, government action, national emergency, act of terrorism, protest, riot, civil commotion, explosion, flood, epidemic, or fire. AML shall not be liable for any delayed or non-performance of its obligations caused by circumstances beyond its reasonable control. Every effort will be made to give the Customer as much notice as possible and offer a reasonable alternative.

## Course attendance and certification

Learners will receive joining instructions via email to the email address provided on the booking form. It is the responsibility of the booker to ensure the joining instructions are forwarded to the learner(s). If no joining instructions are issued, then please contact us immediately to arrange. Failure to attend the course will result in the full cost being incurred.

In the event that an individual named on a closed course booking form cannot attend we will accept a substitute course learner provided that such substitute learners comply with all course requirements.

Should you have any questions about our terms and conditions please do not hesitate to contact us on [info@amlskills.com](mailto:info@amlskills.com)



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