

## Training Course Bookings Terms and Conditions

Upon completing a booking for a Generations Working Together (GWT) training course an automated confirmation email is forwarded along with an electronic invoice.

### Payment Terms

Payment is due within 30 days of the invoice issue date or by 7 days prior to the course start date, whichever comes first.

Non-payment of an invoice within these timescales will result in the course booking being cancelled.

### Payment

Where possible, our preference is for all payments to be made via BACS.

#### BACS payment

Include your course invoice number in your BACS reference.

Bank: Virgin Money, 2-4 Royal Exchange Square, Glasgow, G1 3AB

Account Name: Generations Working Together

Sort code: 82-12-08

Account number: 00101518

International Bank Account Number: GB68CLYD82120800101518

Bank Identification code: CLYDGB2SXXX

#### Cheque payment

Make the cheque payable to Generations Working Together and send to:  
Generations Working Together, Brunswick House, 51 Wilson Street, Glasgow, G1 1UZ.

#### Card payment

A payment link is provided on the invoice.

### Cancellation Terms

In the event you are not able to attend the booked course you must contact Generations Working Together at [office@generationsworkingtogether.org](mailto:office@generationsworkingtogether.org) or on **0141 559 5024** as soon as possible and the following refunds will apply:

- Notification of seven days or more before the start date – full refund
- Notification of less than seven days before the start date – no refund

Also note:

- No refunds will be made after the course start date or where participants do not attend or complete the training course.

- Participant requests to transfer training course start dates after booking may incur additional costs.
- **For ICIP course only** - Participant requests to transfer their course start date made within 14 days of the original start date can be accommodated. After 14 days, transfers will not be accommodated, and no refunds will be made.