



***Terms & Conditions for courses delivered by FROG.**

*May vary for partner courses, please check your booking form or invoice.

For cancellation, rescheduling at short notice or for excessive rescheduling we will make charges as follows:

- **7-10 working days prior to course commencement date, 50% of invoice**
- **Within 1-6 working days of course commencement date, 100% of invoice**
- **Payment is due prior to course commencement date.**
- **Terms & conditions will still apply for non-attendance due to sickness.**
- Cancellation and rescheduling of courses must be received in writing and acknowledged by Frog.
- Non-receipt of payment in advance does not constitute notice of cancellation.
- The client may substitute a delegate at any time prior to the course commencement date. The substitute delegate would be expected to have the prerequisite knowledge required for the course.
- Frog reserves the right to cancel or reschedule any course if necessary. The Client will be entitled to a full refund of the course fee but Frog Software Training Limited shall not be liable for any other loss or expense arising.