



PRIVACY POLICY/TERMS & CONDITIONS

Last Updated: 2nd May 2016

This document provides information on the privacy policy applied by Mourne Training Services Limited (MTS) and also the terms & conditions associated with the services offered by MTS.

1. PRIVACY POLICY

Information supplied in all of the web forms on the MTS website (e.g. the enquiry form on the Contact Us page) is never passed on to any third parties.

Unless you have requested otherwise in the web form, you will automatically receive the MTS e-newsletter. There is a link provided on all e-newsletters to allow you to unsubscribe, should you wish to.

2. OPEN ENROLMENT TRAINING COURSES

Booking on to an open enrolment course requires completion of the appropriate online booking form, available on the MTS website. By submitting a booking form you agree to be bound by the following terms and conditions:

Payment is due prior to the course start date. Discounted rates (e.g. early booking rates and group discounts) require that payment is made at least 14 days before the start of the course.

Payment methods include credit card, bank transfer and by cheque. Credit card payment is facilitated by PayPal and may be processed either online or over the telephone. We do not store credit card details.

Cancellations prior to 3 weeks before the course date are subject to an administration charge of 25%. Cancellations received less than 3 weeks before the start of the course will

not be refunded, although substitutions may be made at any time.

We reserve the right to change the programme, speakers, date or venue without notice, or to cancel an event. In the unlikely event of cancellation occurring, delegates will be notified as soon as possible and will receive a full refund of fees paid. MTS will not be responsible for discount airfare penalties.

3. iLearn e-LEARNING HPLC TRAINING COURSE

Full terms & conditions for the iLearn e-learning HPLC training course may be accessed at: http://www.mournetrainingservices.co.uk/iLearn_terms_and_conditions.pdf

4. BOOKS

Payment is part of the book order process via PayPal on the MTS website. We do not store credit card details. Other payment methods may be considered on request.

Shipping information: Postage and packing is **FREE** to UK and Ireland addresses and is very reasonably priced for other locations at only GBP £3.50 for Europe and GBP £5.50 for the rest of the world. Shipping times depend on your location but we usually ask that you allow up to 14 days from the date of the order. The delivery company varies by country but is typically via Royal Mail.

If you wish to cancel your order then you will need to return the book(s) immediately on receipt and in perfect condition. Your payment will be refunded when the book(s) is received by MTS.

5. CONTACTING MTS

You can contact us:

By email at support@mournetrainingservices.co.uk

By telephone on +44 (0)28 30834938 - Between 9:00am and 5:00pm GMT Monday to Friday. *Please note: Due to the nature of the training consultancy it may not always be possible for us to take your call. Please leave a message or send an email and you will receive a reply as quickly as possible.*

By post to

Mourne Training Services Ltd
5 Moor Hill Road
Newry
Co. Down
BT34 2QJ

6. UPDATES TO PRIVACY POLICY/TERMS & CONDITIONS

MTS reserves the right to alter this privacy policy/terms and conditions from time to time. The date of the most recent update is provided at the top of the first page of this document.