



Charging Policy and Procedure

March 2007

1. Introduction

Red Lemon Training Concepts aim to provide a fair and equitable approach in their charging procedures.

2. Charging Commitment:

Red Lemon Training Concepts will always endeavour to ensure that :-

- All clients are charged according to the identified fee structure for the specified training solution
- All charges are reviewed regularly to ensure that they are structured in line with current trends within the identified training sector

3. Charging Procedure:

- Red Lemon Training Concepts will provide a potential client with a written quote of the charges identified for the training solution within 48 hours of initial contact.
- The initial quotation will be itemised according to the training solution.
- VAT will be charged and itemised within the quotation.
- An invoice will be raised prior to the start date of the training solution.
- All invoices must be paid prior to the start date of any training solution.
- A receipt will be issued to confirm payment (if requested).
- All complete payments secure a place on the identified training solution.
- All payments are non refundable.

4. Charging Appeals Procedure:

In the event of a charging query, the Director of Training and Development must be contacted. If this course of action is deemed inappropriate by the client, Red Lemon Training Concepts Appeals procedure must be implemented.

All of the above will be managed, monitored and reviewed by the Director of Training and Development in line with Red Lemon Training Concepts Assessment Policy and Procedures.

Signed:

Date:

Director: