SILVER BULLET YOUTH JUSTICE TRAINING AND SAM MATTHEWS COURSE BOOKING TERMS AND CONDITIONS

1. The total cost will be invoiced within a week after booking the course. Payment terms are 14 days after the course start date.

2. In the event of a booking being cancelled, the customer must notify Silver Bullet immediately in writing (either letter or email). Our cancellation fees are as follows:
a. 6 weeks or more prior to start date = No charge
b. 4-6 weeks prior to start date = 25% of total cost
c. 2-4 weeks prior to start date = 50% of total cost
d. Less than 2 weeks prior to start date = 100% of total cost

3. In the event of a booking being rearranged for an alternative date there will be no charge provided this is done at least 6 weeks prior to the planned start date. Otherwise, the rearrangement fee will be at the discretion of Silver Bullet up to a maximum of 50% of the total cost.

4. Silver Bullet reserves the right to cancel the booking if our trainers become ill and no suitable replacement can be found. Any monies paid will be fully refunded.

5. The minimum number of participants required for the course to run is 4. If less places are booked than this you will be o ered dates for other equivalent courses that are available. If other courses are not available (or other dates are not suitable) and you have paid for places on the course, this money will be refunded.

Quality Commitment: Feedback will be sought from delegates attending the event on a 5-point scale form Very dissatisfied (1) to Very satisfied (5), the results of which will be issued to the customer (on request). If the average score is less than 3 and there have been no extenuating circumstances beyond the control of Silver Bullet (i.e. a delegate being so disruptive that the training cannot be delivered as intended or equipment not being provided as agreed) then the training delivery cost will be fully refunded.

Reviewed 09.11.2026