



# Training in Mind Debtors Policy (v1.0 13.03.19)

This document is used in conjunction with Training in Mind's Terms and Conditions (v1.0 25.10.18). Please read these terms carefully before entering into any agreement or services with Training in Mind Ltd. You should understand that by booking, ordering or using any Services, you agree to be bound by these terms. You should keep a copy of this policy for future reference.

## 1. Purpose

This policy establishes the requirements for payment terms with Training in Mind's customers, as well as the monitoring and maintenance of these terms.

## 2. Scope

This policy applies to all sales made within the United Kingdom, European Union and Internationally.

## 3. Processes

All invoices will be issued within 7 days of receiving an order confirmation (unless otherwise agreed) and will show a breakdown of costs including amount of VAT charged. All invoices should follow the standard template from Training in Mind's accounting software. New customers are required to complete a 'New Customer Contact Form' to ensure Training in Mind have sufficient information for invoicing and collections. Invoices will need to be addressed to the customer or the customer's employer/sponsor and should contain all the necessary information for the customer to pay promptly.

## 4. Payment Method

Payment can be made via debit or credit card on our website. This option is available at the end of the checkout section. Where a booking confirmation has been received and an invoice requested, either through the website or our Training Department, the invoice will be generated through Training in Mind's accounting software. Payment can then be made using a credit or debit card, by Cheque payable to Training in Mind Ltd, Cash or BACS transfer. Fees will not be charged for payment via debit cards or direct bank transfer.

Payments are only accepted in Pound Sterling (UK).

Stripe Inc. handles our online credit and debit card transactions securely. Should you want more information, please visit their website: <https://stripe.com/gb>

## 5. Credit / Collections

Only the Office Manager or another member of the Senior management team is authorised to extend credit to customers and to communicate with them regarding their credit status. Members of the Accounts team are able to communicate with customers regarding their payment responsibilities. Credit agreements with organisations may extend payment terms past 21 Calendar days but must not exceed the 60-day terms below. In the even that credit is given and goods are supplied without securing payment, a customer's account will be closely monitored to ensure they do not exceed the agreed credit limit within the 60-day payment terms.

If payment is not made at least 11 days prior to commencement of Services or within 21 calendar days of date of issue (unless otherwise arranged), TiM reserves the right to refuse Services or further credit until payment has been made in full.

Training in Mind will consider that payment has been made when a BACS payment clears, when a payment reaches the Training in Mind Stripe account, or when a cheque clears in Training in Mind's bank account. Other forms of notification suggesting payments are being made will not be accepted as receipt of the outstanding amount.

A standardised collection communication schedule will be undertaken in order to encourage the prompt payment, subject to terms and credit agreement. This should involve:

<b>Contact</b>	<b>When</b>
Email	7 days before due date
Email	Due date
Email / 1 <sup>st</sup> Reminder letter	7 days overdue
Email / 2 <sup>nd</sup> Reminder letter	14 days overdue
Call	17 days overdue
Email / Final demand letter	21 days overdue
Call	31 days overdue
Email / engage with debt collection agency	60 days overdue

In the event that an invoice reaches 31 days overdue, then that customers account will be put on stop until the outstanding invoice(s) is paid. After 60 days, a third-party collection agency will be tasked with recovering the monies owed.

## 7. Cancellations

Where Services have been cancelled by TiM, customers will be offered an alternative date for the same Service or a refund.

Where booking confirmation has been received for Services that have subsequently been cancelled by the customer, the customer will be liable for the below charges. Note: All cancellations must be in writing.

<b>Time period before Services start date that cancellation is made</b>	<b>Charge to Customer</b>
Within 5 working days or after commencement of the training	100% of total cost
Within 6-10 working days	75% of total cost
Within 11-20 working days	50% of total cost
Outside 21 working days	No charge

## 8. Refunds

If the customer decides to exercise the right to cancel a booking, TiM will refund fees paid in accordance with the above cancellation policy. Refund payments will be made to the same card or account from which payment was received.

## 9. Data Protection Statement

TiM is registered under the provisions of the UK Data Protection Act 2018 and as of 25<sup>th</sup> May 2018, is subject to the General Data Protection Regulation (GDPR). TiM keeps any personal data concerning you in confidence. The TiM Privacy Policy can be found on the website at [www.traininginmind.co.uk](http://www.traininginmind.co.uk)

## 10. TiM Bank Details

Name of Bank	Lloyds Bank
Address	1 Gwent Square, Cwmbran, NP44 1XN
Sort Code	30 – 92 – 49
Account No.	23690668
Account Name	Training in Mind

Please e-mail remittances to [accounts@traininginmind.co.uk](mailto:accounts@traininginmind.co.uk) ensuring you quote your full name and necessary details of Services booked.

Company Number	07211462
VAT Registration	301989494
Registered address	Office 1-4, Church View, Ivor Street, Blaenavon, NP4 9NA