

FAQ's

ScottishPower Online Payment System

Cancellations/Refunds

- Q1. My transaction is complete and I have received confirmation of my booking both from RBS Worldpay and from ScottishPower. I wish to cancel my booking, as the delegate/s can no longer attend. How do I cancel the booking on the website?
- A1. You cannot cancel your booking on the website. All requests for cancellations must be made in writing by email to spdevelopment@scottishpower.com, or by post to ScottishPower, Dealain House, Napier Road, Wardpark North, Cumbernauld, G68 0DF or ScottishPower, Hoylake House, Carr Lane, Hoylake, Wirral, CH47 4AX. ScottishPower will arrange for a refund or can transfer the delegates to an alternative date. Please note that cancellations are subject to cancellations fees as set out in the Terms and Conditions.
- Q2. ScottishPower were unable to run the course on the date given in the website due to insufficient numbers. My delegates are unable to attend on the alternative dates given. How do I get a refund?
- A2. Please call ScottishPower on 0141 636 4634 for Cumbernauld bookings and 0151 633 2912 for Hoylake bookings. ScottishPower will arrange for a refund and a cheque will be sent to you within 30 days of receipt of the cancellation or request for the refund. All requests must be received in writing to the contact details given in A1.

Shopping Cart

- Q3. My shopping cart has timed out but I had not yet proceeded to checkout. Will I have to re-enter all my bookings again?
- A3. Yes, as the provisional places held by you before being timed out have been released back into the system for others to book.
- Q4. My shopping cart has timed out whilst I was on the Worldpay server to make payment. What will happen if I continue to complete the transaction?

- A4. If you complete the transaction after the shopping cart has timed out, your bookings will NOT be processed. An onscreen message will alert you to this and inform you that you must contact ScottishPower to rectify the issue.
If you had not yet completed the transaction whilst in the RBS Worldpay server, you can abort by clicking on the 'cancel' button. You will have to go back into the website and make your bookings again.

Delegate name / course date change

- Q5. My delegates are not able to attend the dates which I had originally booked on the website. I have gone back into the website to change the date, however cannot see how to change the date/s other than make the booking again. How do I do this?
- A5. Please contact ScottishPower who will manually transfer your delegates to the course with your preferred date. Please call ScottishPower on 0141 636 4634 for Cumbernauld bookings and 0151 633 2912 for Hoylake bookings.
- Q6. The delegate I had nominated for a course is no longer able to attend. Can I send a substitute delegate in his/her place instead of cancelling my booking?
- A6. Yes, you can send in a substitute delegate. If the course on which he/she is booked onto is a ScottishPower Authorisation course and you had received a authorisation code initially to allow you to make the booking on the website, you will have to ensure that an Appendix 9 form has been submitted to our compliance section for the substitute delegate. Only upon confirmation from Compliance will we take the substitute delegate.
If the course is not an Authorisation course, you can contact us with the new delegate details and we will manually change the name on our system. Please call ScottishPower on 0141 636 4634 for Cumbernauld bookings and 0151 633 2912 for Hoylake bookings.

Security

- Q7. How secure are the card details, which I have entered into the RBS Worldpay site? Do ScottishPower record the card details within their own finance systems and if so how do I know they are secure?

- A7. ScottishPower **do not** hold any customer card details Your payment is processed securely by the RBS Worldpay payment gateway which supports internationally recognised security checks. Your card number and other details are encrypted and stored on RBS Worldpay secure servers. You can view the RBS Worldpay Security policy via the following links:

<http://www.rbsworldpay.com/products/index.php?page=ecom&sub=business&subsub=services&tab=secure&c=UK>

Privacy: http://www.rbsworldpay.com/about_us/index.php?page=privacy&c=WW

ScottishPower only capture the Company name, address, delegate names, special requirements and courses booked. This information is held in a booking system, which only authorised staff has access to.

Authorisation Courses

- Q8. For an authorisation course, the authorisation code I am entering into the website is not being accepted / verified. Where am I going wrong?
- A8. Please check that the code you are entering is for the correct course. Each code supplied is specific to the delegate and specific to a course. You may not use this code to book other courses unless we have set the delegate up within our own system for this. If the code entered still does not work, please call ScottishPower on 0141 636 4634 for Cumbernauld bookings and 0151 633 2912 for Hoylake bookings.
- Q9. Will I receive Joining Instructions by email?
- A9. Joining Instructions are sent either by email or by post at a later date once we have the minimum bookings to run the course. Joining Instructions are not necessarily sent immediately upon receipt of your booking.
- Q10. Do we get a discount for multiple bookings?
- A10. Discounts are given with prior agreement. You will be charged the full price at the time of booking and paying online. To receive a discount, a cheque to the value of the discount agreed will be sent to you by post.

If your question is not answered here, you can contact us by email:
spdevelopment@scottishpower.com