



Training Terms and Conditions

Provisional Bookings

Course places can be reserved provisionally for up to 5 working days provided that you make the reservation at least 20 working days prior to the course commencement. If you do not confirm your reservation (as set out below) within 5 working days of making your reservation, your reservation will be automatically cancelled.

Confirmation of Reservation

To confirm your reservation and enrol for the course, you must do so at least 10 working days prior to course commencement by completing the course enrolment form and paying, or agreeing to pay, for the course as set out below.

Late Bookings

Bookings made within 10 working days of course commencement must be paid for, or agreed to be paid for immediately at time of enrolment. Provisional bookings cannot be accepted at this time.

Payment

You may pay or agree to pay for the course by cheque (please make cheques payable to In2-Training (UK) Ltd), purchase order, credit card (we accept Visa, MasterCard, Delta, Switch or PayPal) or by bank transfer. For all forms of payment, please include your name, course, course date and location. In2-Training (UK) Ltd reserves the right to require payment in cleared funds in advance where In2-Training (UK) Ltd has not established satisfactory credit arrangements with you.

If paying by credit card, then an additional charge will be applied for this service. Please enquire at the time of booking.

The registration form must accompany any purchase order or cheque sent to In2-Training (UK) Ltd so we can identify which delegate wishes to enrol in each course.

In2-Training (UK) Ltd reserves the right to change prices without notice, but this will not affect any course you have already paid or agreed to pay for in writing. Euro pricing is available upon request.

Confirmation of Enrolment by In2-Training (UK) Ltd

Once we have received your payment or agreement to pay, we will confirm your reservation. We will post, fax or email you a confirmation package, which includes a confirmation letter, directions to In2-Training facilities, and if requested hotel booking information. If you have not received this package at least one week before the beginning of class, please call us. We recommend that delegates do not make travel and hotel accommodation arrangements without this confirmation package.

If information is sent to a Company's training department, In2-Training (UK) Ltd cannot accept any liability for information which is not passed to the delegate.

Cancellation

You may cancel a course for which you have enrolled and be fully refunded all course fees provided you give In2-Training (UK) Ltd at least 20 working days notice prior to the course commencement. Once with this time period a sliding scale of charges will apply as follows:

No of Working Days Notice	% of Course Fee Payable
20 - 11 days	50%
10 - 0 days	100%

All cancellations must be received in writing and acknowledged by In2-Training (UK) Ltd in writing.

If a delegate fails to attend the first or any subsequent day of a course, In2-Training (UK) Ltd reserves the right to deny the delegate entry to the training room for the remainder of the course. If In2-Training (UK) Ltd exercises this right, the booking will be deemed cancelled and you will be liable for the full course fee.

Delegate substitutions are acceptable provided notice is given prior to course commencement and that the substitute delegate meets all course prerequisites or is approved by In2-Training (UK) Ltd management.

In a situation where a course is run exclusively for a customer, on a customer site or any other alternative venue - course cancellation must be received in writing at least 10 working days in advance of course commencement. You will remain liable for the full course fee and any expenses incurred by In2-Training (UK) Ltd if cancellation is received after this time.

In the event that it is necessary for In2-Training (UK) Ltd to cancel or reschedule a course, we will endeavour to give a minimum 10 working days notice. In such circumstances a full refund or alternative dates will be available and all liability by In2-Training (UK) Ltd will be limited to the value of the original course fee.



Transfer

You may transfer the course booking to alternative dates and incur no additional costs provided the request is made in writing at least 20 working days in advance of course commencement. Once within this time period a sliding scale of charges will apply as follows:

No of Working Days Notice	% of Course Fee Payable
20 - 11 days	50%
10 - 0 days	100%

Courses transferred within these time periods cannot subsequently be cancelled at any further time.

In the situation where a course is run exclusively for a customer, on a customer site or any other alternative venue - a transfer of course date must be received in writing at least 10 working days in advance of course commencement. No transfers are available for such courses within this period.

In these terms, "working days" means all days other than Saturdays, Sundays and bank holidays.

Late Payment

We understand & will exercise our statutory right to interest under the Late Payment of Commercial Debts (interest) Act 1998 if we are not paid according to agreed Credit Terms.

Interest will be charged from the day after the invoice due date. In accordance with the late payment legislation, our company charges debt recovery costs of **[£120]** and interest on late payments of **12%** (i.e. the current reference rate plus **8%**).

Course Materials

Each course will have full course documentation solely for the use of the delegate who attends the course. No part of this training manual shall be reproduced, stored in a retrieval system, or transmitted by any means, electronic, mechanical, photocopying, or otherwise, without written permission from In2-Training (UK) Ltd.

Any data, programs, images, illustrations, computer files or other material in whatever format used on the course shall remain the property of In2-Training (UK) Ltd

Unless otherwise stated, all courses will be conducted using the latest software.

Delegate and company information will be stored in a database and maintained. Attendance of a course implies acceptance of this by the individual and the company and may be used for marketing purposes. In2-Training is registered with the Data Protection Agency.

Whilst every effort will be made to accommodate delegates with disabilities, special needs and dietary requirements, delegates are required to bring these to the attention of In2-Training (UK) Ltd at the time of booking to ascertain that appropriate facilities are available.

In2-Training (UK) Ltd cannot be held responsible for any loss of time due to insufficient facilities or lack of equipment for onsite training.

Lost Materials

In2-Training (UK) Ltd shall not be responsible for the loss or theft of course materials after delivery to the customer. Course materials will only be provided by In2-Training (UK) Ltd as part of the purchase of the relevant course and not as separate items of supply.