

# TRAINING TERMS AND CONDITIONS

Effective from 25th November 2014. Please note these 'Terms and Conditions' may be subject to change without notice.

## Registration/Booking

- For current course costs and dates, please refer to our website or contact the sales team.
- Before booking onto a course, please ensure you have read the course content to ensure the course will meet your training needs and that you are able to meet pre-requisites, where stated.
- If a course registration/booking is completed by an individual other than the named candidate, it is the responsibility of the customer to ensure the candidate is suitable for the course and has the relevant experience.
- Your place(s) will only be confirmed on receipt of a Purchase Order or payment.
- **Important note:** FirstEDA's acceptance of your booking brings into existence a legally binding contract between us on these terms and conditions. Any term sought to be imposed by you in any Purchase Order or correspondence will **not** form part of the contract.

## Invoicing and Payment

- Course fees are payable upon booking unless a valid, authorised Purchase Order is provided and accepted by FirstEDA.
- An Invoice will be provided immediately on receipt of a Purchase Order.
- Full payment is required prior to delegates attending a course.

## Course Attendance and Certification

- Candidates will receive joining instructions via email to the email address provided at the time of booking.
- It is the responsibility of the individual completing the course registration/booking to ensure that joining instructions are received by the candidate.
- Failure to attend the course may result in the full cost being incurred.
- FirstEDA will send all correspondence primarily via email to the email address provided at the time of booking.
- It may be necessary, for reasons beyond the control of FirstEDA, to change the content and timing of the programme, the date, the venue or the tutor.

## Cancellations and Transfers (\*not applicable for private courses)

- All requests for cancellations and/or transfers must be received in writing.
- Requests to transfer to an alternative course will be accepted with no penalty up to 14 days prior to the start date of your current course booking. Transfer requests received later than this will be dealt with at FirstEDA's discretion and dependent on costs incurred.
- Changes will become effective on the date of written confirmation being received.
- The appropriate cancellation charge will apply based on the cost of your booking, as shown below.

If written cancellation is received more than 30 calendar days prior to the course start date, no charge will be made/ any payment already received will be refunded in full. If written cancellation is received between 15 and 30 calendar days (inclusive) prior the course start date, 50% of the course fee will be charged/ 50% of payment will be refunded. If any cancellation is received less than 15 calendar days prior to the course start date, 100% of the course fee will be charged/ no payments will be refunded. Failure to attend without prior notice will be treated as a late cancellation.

## Substitutions/Amendments (\*not applicable for private courses)

- If the individual named on the original booking can no longer attend, we will accept substitution of another delegate on the condition that written notification of the substitution has been received by us prior to the course date.
- In the case of a late substitution it may not be possible to provide the substitute delegate with personalised training materials.
- In the event of there being insufficient numbers booked onto a course, FirstEDA reserves the right to cancel or postpone the course.
- In the event of cancellation of a course by FirstEDA, we will endeavour to inform all delegates 2 weeks before the course is due to take place. All course fees paid will be reimbursed in full, or the payment will be transferred in full to another FirstEDA course. FirstEDA shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.

## Course Provisions (\*not applicable for private courses)

- All aspects of accommodation, travel and car parking are the responsibility of delegates.
- A buffet lunch is provided on all full days of courses unless otherwise stated. The cost is included in the price quoted. Any special dietary requirements need to be notified in writing to FirstEDA a minimum of 7 calendar days in advance of the course commencing.
- Delegates are not required to provide or use their own computers or equipment. All materials and equipment required to complete a course will be provided by FirstEDA.

## Extenuating Circumstances (\*not applicable for private courses)

- If you are unable to attend a course due to extenuating circumstances you must inform FirstEDA in writing. Each instance will be assessed individually and will be dependent on the particular circumstances.
- If you are unable to attend due to illness, FirstEDA may seek further confirmation from your employer or in the form of a Doctor's note before agreeing on transfers.

## Data Protection

- Under the terms of the license agreements with our partners and suppliers, FirstEDA may be obliged to disclose the details of individual delegates using certain licenses or licensed materials during a FirstEDA course. Delegate information will not be made available to any other parties.

## Entire Agreement

These terms and conditions, together with the current FirstEDA website prices, course details and FirstEDA contact details, set out the whole of our agreement relating to the supply of the course and associated materials and services to you by FirstEDA. These terms and conditions cannot be varied except in writing signed by a Director of FirstEDA. In particular, no terms and conditions incorporated within your purchase order and nothing said by any person on behalf of FirstEDA should be understood as a variation of these terms and conditions or as an authorised representation about the nature or quality of any goods or services offered for sale by FirstEDA. FirstEDA shall have no liability for any such representation being untrue or misleading.

**\* for private courses special provisions apply and these will be detailed on the associated quotation**