

COMPUTERLINKS Training Terms and Conditions

In addition to COMPUTERLINKS Standard Terms & Conditions the following terms apply to training bookings:

1. Course Bookings

1.1 Course places can be reserved provisionally for up to 10 working days. If you do not confirm your registration (as set out below) within 10 working days of making your registration, your registration may be cancelled. To confirm your booking a completed Purchase Order must be signed and sent by post to; COMPUTERLINKS Training, Suffolk House, Fordham Road, Newmarket, CB8 7AA, by fax: 01638 569601 or by email to training@computerlinks.co.uk.

2. Payment

2.1 You may pay for the course by cheque (payable to COMPUTERLINKS), BACS or by credit card (we do not accept AMEX) prior to the start date of the course unless credit facilities have been established, in which case you will be invoiced upon receipt of purchase order. COMPUTERLINKS reserves the right to change prices without notice, but this will not affect any course for which payment has already been received. Euro and dollar pricing is available upon request.

2.1 Course Fees include tuition, training materials, dedicated training environment, handouts, lunch and beverages. Travel, accommodation and other expenses are not included in course fees and are the responsibility of the delegate.

3. Confirmation of Enrolment by COMPUTERLINKS

3.1 Once we have received your payment or credit terms have been established we will confirm your registration. We will email you a 'confirmation package', which includes directions to COMPUTERLINKS' 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 or third party (reseller), COMPUTERLINKS cannot accept any liability for information that is not passed to the delegate.

4. Cancellation & Re-scheduling

4.1 You may cancel a course for which you have enrolled and be fully refunded all course fees paid provided you give COMPUTERLINKS at least 10 working days notice prior to the course commencement. If you want to cancel within 10 working days, no refund will be given. Where a bundle package has been purchased no cancellation of subsequent courses is permitted after the first course has commenced. All cancellations must be received in writing and acknowledged by COMPUTERLINKS in writing.

If a delegate fails to attend the first or any subsequent day of a course, COMPUTERLINKS exercises this right, the booking will be deemed cancelled and you will be liable for the full course fee.

4.2 You may transfer a course booking to alternative dates and incur no additional costs provided the request is made in writing at least 10 working days in advance of the original course commencement date. If a transfer is requested less than 10 days prior to the original course commencement date it will be considered as a cancellation and new booking. A course booking may be rescheduled once only. Delegate substitutions are acceptable at any time prior to the start of the course provided that the substitute delegate meets all course prerequisites.

4.3 In the situation where a course is run exclusively for a customer - at one of COMPUTERLINKS' training centres, on a customer site or any other alternative venue - a transfer of course date must be received in writing at least 15 working days in advance of the original course commencement. No transfers are available for such courses within this period.

4.4 In the event that it is necessary for COMPUTERLINKS to cancel or re-schedule 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 of COMPUTERLINKS will be limited to the value of the original course fee.

4.5 If your booking was made through a third party (reseller) please make all changes via your original contact.

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

5. Exclusion

5.1 COMPUTERLINKS reserves the right to exclude any delegate from a course, where, in the opinion of COMPUTERLINKS, the attendance of the delegate on the course would have a detrimental effect on other attendees. In these circumstances no refund will be made.

6. Lost Materials

6.1 COMPUTERLINKS shall not be responsible for the loss or theft of course materials after delivery to the customer. Replacement copies of course materials will only be provided by COMPUTERLINKS on receipt of the appropriate payment.

7. COMPUTERLINKS Learn Guarantee

7.1 Any delegate not satisfied with their training course can re-sit the same course free of charge. The following conditions apply:

- Delegates must make the trainer aware of any issue during or immediately after the course and complete the course evaluation form accordingly stating that they would like a free course re-sit.
- The free course will only be available for the same delegate attending the same course within six months of the original course date.
- Delegates will be required to bring back their courseware



Training the COMPUTERLINKS way