



Melton IT Services Ltd Course Terms & Conditions

When you make a confirmed booking, we will acknowledge acceptance by e-mail. On acceptance via e-mail by us, the booking will be treated as an order and we will issue paperwork appropriate to the chosen course.

Joining Instructions

Upon receipt of your confirmation, Joining instructions will be sent to you which include course timing & a course outline.

Payment

Payment is, unless formally agreed in writing by us, due at the time of booking for open courses and 14 days prior to the course commencement date for onsite courses. If for whatever reason payment is not received, attendance at the course will not be permitted. Please make cheques payable to Melton IT Services Ltd. All course fees quoted are exclusive of VAT which should be added to the amount shown. If you fail to make any payment when due, we reserve the right to levy a late payment charge calculated at the rate of 2% per month accruing daily from the date the invoice becomes due for payment.

Attendance Certificates and Delegates Reports

Attendance certificates will be provided to all delegates on completion of the course. Delegate reports can be provided.

Rented / Loaned Equipment

Any equipment loaned or rented to the client or to any other party on behalf of the client, is the responsibility of the client. The client shall indemnify Melton IT Services Ltd against any claim made against it as a result of any damage or loss of the hired/rented or loaded equipment.

Limitation of Liability

Clients are responsible for taking care of their own property. Liability for accident, injury or loss suffered while attending Melton IT Services courses will only be accepted by Melton IT Services



if it is directly due to our negligence. Melton IT Services accepts no responsibility for any loss incurred in using material or information obtained at our events.

Cancellations and Changes

You have the right to cancel your open course within seven days of making and paying for this booking. Payment will be refunded with a £10 administration fee charged. All cancellations must be made in writing or by email to the company's published address.

Cancellations after seven days of booking will only be accepted if made in writing and received at least 10 working days before the start of the course. Cancellations after that date will incur a cancellation fee of 50% of the agreed course fee or 100% if cancelled within 3 working days of the course date.

Changes to dates are accepted up to 5 working days prior to the course date. Changes after that date will incur a 25% administration fee. Changes to course content can be made up to 3 working days prior to the course date.

In the event of cancellation of a training event by Melton IT Services Ltd, we will endeavour to inform all participants two weeks before the course is due to take place, although please be aware that this is not always possible. Where possible an alternative date for the course will be offered at no extra charge. Where this is not possible, all course fees paid will be reimbursed in full, but we are unable to reimburse any other costs that may have been incurred, including flights, accommodation etc.

Floor walking sessions

Floor walking sessions are available only North West England unless otherwise agreed in writing prior to the course start date.