



Terms and Conditions

The Attra Partners Limited (APL) Terms and Conditions – Revised 08th October 2010.

Definitions & Interpretations

- "Delegate": Means the individual attending the training, or the firm representing and booking on behalf of an individual.
"Customer": Legal entity booking courses for their employees or contractors. Same meaning as Delegate.
"The Fees": Means any Monies payable by the Client to the Company for Training Services as stated on the "Booking Form"
"Cancellations": Means Cancellation by the Delegate or the Customer representing the delegate, or Cancellation by APL
"Course": Means the delivery of training either Public Schedule, Onsite or Tailored
"Working Days": Means Monday through to Friday excluding Saturday, Sunday and Public Holidays

Fees & Payment Instructions

The Fees payable will be stated on the Course schedule. VAT is payable on all bookings and will be charged at the current rate. The Fees include the Tuition for specified duration, Courseware, refreshments and lunch. Accommodation is not included unless stated on the course schedule. Any exam Fees for re-sits is payable by the Customer and must be paid to APL in advance of the resit. All courses must be paid for in full before the start date of the training course. Failure to pay in full 20 working days in advance of the training course start date may result in the Delegate being removed from the training Course. If Delegates wish to receive pre-course reading material and manuals before full payment is made, a non-refundable deposit of £250.00 + VAT will be charged.

Please send transfers to NatWest: **Sort Code** : 60-50-06 **Account No**: 37806254

Cheques are payable to: Attra Partners Limited

Our Address is: Attra Partners Limited
KBC Kingston Exchange
12-50 Kingsgate Road
Kingston, Surrey
KT2 5AA, United Kingdom

** Please quote your email on payments & on the reverse side of cheques. **

Pass Guarantee Scheme

Pass Guarantee offers are limited to specific course dates as advertised on the APL website. Pass Guarantees are not valid with other discounts and promotions. All Pass Guarantee Offers are limited to 1 (one) additional course attendance (excluding exam fees which are charged at cost plus administration charges). Course dates subject to availability - we will endeavour to provide a suitable alternative course date if required. APL reserves the right to alter, amend or foreclose any offers without prior notice in the event that unforeseen circumstances make this unavoidable.

Cancellation Policy for all APL Courses

For Cancellations by the Customer:

If written notice is received;

- (i) twenty (20) business days in advance of the course, the Customer is entitled to a full refund of its payment less an administration fee of £50 + VAT.
- (ii) between nineteen (19) and fifteen (15) business days in advance of the course, the Customer is entitled to a 50% refund

- (iii) less than fifteen (15) business days, the Customer is not entitled to a refund or course credit. Failure to provide written notice at least fifteen (15) business days in advance of the class obligates the Customer to make payment for the full price of the class.

Late bookings are also subject to conditions (i), (ii), (iii) – for example if a course is booked eighteen (18) business days before the course date and subsequently cancelled sixteen (16) business days before the course, then rule (ii) applies. APL is not responsible for any error in the delivery of the email notice from the Customer.

For Cancellations by APL:

APL reserves the right to reschedule or cancel the date, time and location (within reasonable distance from the scheduled location) of a Training course at any time, including replacing personnel who may be scheduled to deliver the Training. In the event a Training course is cancelled, the Customer is entitled to a full refund. APL shall not be responsible for any other loss incurred by Customer as a result of a cancellation or reschedule. If a Training course is cancelled by APL due to circumstances beyond its reasonable control (e.g. weather, natural disaster), the Customer is entitled to a full course credit which must be used within 3 months of the date of the original class for another course offered by APL.

Privacy Policy

We will not disclose or share your details with any 3rd party and will respect your privacy at all times.

Transfers/Postponements

The following conditions apply to transfers and/or postponements by the Customer;

- a) If the Customer wishes to transfer the training course to another delegate from the same legal entity, the following pre-requisites apply:
 - i) adequate notice must be given for APL to send out any pre-course reading material to the new delegate allowing sufficient time for the new delegate to undertake the recommended study time.
 - ii) where pre-course reading material has already been sent to the original Delegate, these must be returned to APL and any electronic/email material deleted in order to comply with Copyright laws (see specific section on Copyright further below)
 - iii) a fee of £95 + VAT is payable to APL to cover all administration and re-booking charges
- b) If the Customer wishes to transfer to a different course date, the following pre-requisites apply;
 - i) a fee of £95 + VAT is payable to APL if 12 calendar days notice (or more) is given
 - ii) a fee of £250 + VAT is payable to APL if between 7 and 12 calendar days notice is given
 - iii) full fees are payable if less than 7 calendar days notice is given; however, APL may reduce this fee at APL's sole discretion

Training courses

APL is committed to providing the highest quality training solutions. APL may work with accredited 3rd party partner companies to deliver our courses. In either case, all courses will be delivered by experienced and fully qualified instructors. The published course content is to be used as a guide. However, the company reserves the right to make reasonable amendments to these without prior notice. It is the Delegate or Customer's responsibility to ensure that they meet all the necessary pre requisites of the course and examination.

Copyrights

All the intellectual Property rights for all the courseware will remain the property of APL or the accredited partners responsible for the development of the course. The Customer agrees not to reproduce, sell, hire or copy Courseware in whole or in part.