

Export Edge Terms and Conditions

Definitions

'The Company' – Export Edge Services Limited (t/a Export Edge Training)

'The Client' - the party seeking to secure places on courses for nominees and the party itself, whether it be a Limited Company, Partnership, Sole Trader or any other business or undertaking.

'The Courses' are those published from time to time in the literature of the Company subject to the Terms & Conditions outlined below.

Status

The Terms & Conditions specified herein constitute the entire contract between the Company and the Client. Where they conflict with any other Terms & Conditions submitted by the Client, our Terms & Conditions will prevail, no variation to these terms are permissible without written confirmation from the Company.

COURSE DELIVERY

The company agrees to locate and engage suitably qualified personnel to present the subject of the course advertised, but the speaker is responsible for the content of the courses.

ONLINE COURSES

Students will only have access to online course notes during term time. (Once assessment deadlines are complete access will no longer be available). It is your responsibility to ensure that you regularly save and back up (i) all data which you hold on the computer from which you are accessing the course materials, and (ii) all data that you produce when completing the course.

COURSE MATERIALS

The Customer undertakes that it will not copy or permit the copying of course materials, nor disclose or permit disclosure or sell or hire the same to third parties, nor use the same for running the customer's own courses unless the express written permission of EXPORT EDGE is given. All content, courseware, materials and training content remains the copyright of Export Edge Services Ltd

COURSE BOOKINGS

Bookings are accepted by telephone, online forms or email. However a booking is only regarded as definite when a completed booking form is received and the remittance has been received in full prior to attendance, or an official group P.O. is received.

CONDITIONS OF BOOKING

The Client accepts responsibility for the behaviour of its nominees in full and undertakes to indemnify the Company against damages and/or personal injury caused to its servants, agents or property as a result of the actions or defaults of its nominees whilst on the training premises. All events are held in well-equipped training centres or hotels. Full details on venue will be sent with booking confirmation. Delegates requiring accommodation are responsible for their own arrangements, unless otherwise agreed in writing.

PAYMENT

The fee per nominee will be the fee quoted by the Company, plus VAT at the prevailing rate (currently exempt). Open course Fees do not include travel and accommodation, should this be required

The fees are payable with bookings, latest 21 days prior to course commencement, unless otherwise agreed in writing. Course places cannot be held until above advance payment is received.

CANCELLATIONS

The Company reserves the right to change the designated venue or speaker, or both, on any event described in its published literature. The Company further reserves the right at its absolute discretion and without liability to cancel, an advertised course due to insufficient bookings or through circumstances beyond the reasonable control of the company. In which event the liability of the Company shall be limited to the return of all monies paid.

The Client is entitled to cancel any booking under the following terms only:

REFUNDS: prior to 14 days 90% refund, 7/14 days 50% refund. Regrettably, fees cannot be refunded for cancellations.

No refund of fees or transfers are allowed in the case of delegates who fail to attend. Substitutions for original nominees may be made at any time. However the Company is to be notified of substitutions a week prior to course commencement.

POSTPONEMENT

We are unable to accept postponements within 10 working days of course commencement, full cancellation terms will apply.

LIMITATIONS OF LIABILITY

Under no circumstances shall the company be held responsible for any harmful act or default by its management, staff or agents unless such actual default is reasonably foreseeable and avoidable by the exercise of due care on behalf of the company as its employer; nor in any event shall the Company be held responsible for any loss sustained by the client or its nominees due to burglary, theft, fire or any other cause except in so far as such loss is solely attributable to negligence of the Company's servants or agents acting within the course of their employment. Programmes are correct at time of going to press. However, alterations may occasionally be necessary due to circumstances beyond our control. Views expressed by the tutors are their own. Export Edge Services Ltd disclaim liability for advice given or views expressed by any tutors within the delivery of courses or in any notes or documentation provided to delegates.

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