

## General Terms and Conditions

### 1. Payment Terms

- Full payment is required **7 days prior to the course commencing or no later than 30 days from the date of invoice whichever is soonest.**
- Fees for the supply of course materials and products to include Site Licenses/CBT's/End User Adoption Solution are payable in advance and on receipt of invoice.
- Combined Knowledge will not supply any product or course material unless payment has been received in full.
- Fees exclude VAT, which is payable at a rate of 15%.
- Payment can be made by Credit/Debit Card/Bank Transfer/Cheque

### 2. Cancellations and Transfers

1. If you wish to cancel or reschedule a course once the confirmed booking form has been received by Combined Knowledge, the following charges will apply.

Public and closed course events	Written Notice (Working Days)	Cancellation Charge (%)	Transfer Charge (%)
All courses	0-11	100	100
All courses	11-21	50	50

2. Notification of all cancellations must be made in writing to Combined Knowledge.
3. If a substituted delegate is to attend, please notify Combined Knowledge in advance.
4. A course booking may be re-scheduled once only.

### 3. Course Changes

Combined Knowledge reserves the right to cancel or reschedule courses without notice. In the unlikely event that your training course does not take place after receipt of your signed booking confirmation you will be offered an alternative date to take the course. Combined Knowledge endeavours to deliver all courses as detailed in our public scheduled, cancellations or changes would only be for circumstances beyond our control.

### 4. Training Voucher Scheme

The Training Voucher Scheme days can be used by anyone within the named organisation. No other offers or incentives apply to this scheme. Card validity is 12 months from the date of invoice and all bookings must be made and confirmed by Combined Knowledge within 12 months of the start date. Payments received for courses not taken within 12 months of the receipt of the confirmed booking are not refundable. Prices are valid for the 12 month duration of the Voucher.

### 5. Course Joining Instructions

Course joining instructions or closed course confirmation will be sent on receipt of booking. Whilst the confirmation or joining instructions are provided to confirm full details of the course, payment for the training must be received before any course place is confirmed in full.

## 6. **Set-up Guide**

For on-site courses Combined Knowledge will supply a Classroom set-up guide, this guide should be adhered to for on-site training events to ensure the correct training environment is achieved. It is not the responsibility of Combined Knowledge if the set-up guide is not followed in any form.

## 7. **Course Image and Set-up Guides**

The set-up guide for on-site courses can be provided on request. The set-up uses a VPC Image that Combined Knowledge supply to organizations for their on-site training courses that are delivered by Combined Knowledge only. Combined Knowledge does not provide any of its course images for distribution or use throughout organizations delivering internal training or using the Combined Knowledge Site Licenses.

For on-site classes Combined Knowledge will provide their own image for the class that can only be used when delivered by a Combined Knowledge Trainer. Images must be deleted after use on the client pc's and cannot be copied and distributed as per the licensing agreements laid out by Microsoft EULA standards.

## 8. **Confidentiality and Copyright**

- a. Unless otherwise stated in the course materials, the copyright of course material is the property of Combined Knowledge Ltd. The customer is responsible for ensuring that its employees do not copy in whole or in part any materials they may acquire during the course.
  - b. The recording, scanning, electronic storage, copying, loan, unauthorised hire, public showing or broadcasting of material is strictly prohibited.
  - c. Combined Knowledge Ltd acknowledges all trademarks that may appear within the courses and accepts they remain the property of their owners.
  - d. The Combined Knowledge products and course materials supplied to the customer in any format are restricted to internal and use and cannot be used for commercial exploitation

## 9. **Course Prerequisites**

Where necessary each of our course outlines details the required prerequisites for delegates that will be attending that course. Prerequisites are outlined to ensure that the delegates have the correct skill set to attend the course and should be followed as detailed.

Combined Knowledge will not be held responsible if these prerequisite requirements are not met.

Combined Knowledge Ltd will do their best to advise on the prerequisite requirement and discuss this during the course booking process, but responsibility for this will be with the individual attending the course or the course booking contact.

## 10. **Additional Products/Services Terms and Conditions**

Terms and Conditions for any of our products or services purchased will be sent to you separately for completion, please ensure that these conditions have been read and understood and your acceptance of them communicated to Combined Knowledge.

When terms have been sent and an order placed in the form of a signed order/booking form or a Purchase Order supplied to Combined Knowledge this constitutes your acceptance of the terms and conditions as supplied by Combined Knowledge.