

TRAINING VOUCHER TERMS AND CONDITIONS

1 Duration of Voucher

- 1.1 The voucher is valid for a period of one year from the date of issue (displayed on the front of the voucher). Training and consulting services may be redeemed against the voucher only during the dates for which it is valid.

2 Reservations

- 2.1 Provisional bookings may be made by telephone but must be confirmed in writing (including a purchase order) within seven (7) days following the date of the telephone booking. If the written confirmation is not received within such time, 20|20 reserves the right to withdraw the provisional booking.

3 Fees and Payment

- 3.1 20|20 shall issue a statement to the Customer following the booking of any delegates on courses or the confirmed date of any consultancy to show the remaining value of the voucher.
- 3.2 The voucher is non refundable.
- 3.3 All relevant travel and hotel expenses will be charged to the client when incurred by 20|20. An administration charge of 10% is also included in relation to travel and subsistence. This charge will be made against the voucher.
- 3.4 The Customer, as listed on the booking form, is responsible for the course fee.
- 3.5 All fees are exclusive of VAT which shall be added in accordance with the prevailing legislation and charged against the voucher.

4 Cancellation, Rescheduling and Transfers

- 4.1 A Customer may cancel a course either by telephone or in writing. If a cancellation is made by telephone it must be confirmed in writing within one day. Refunds, which will take the form of credits against the voucher, will be made as follows:

| Notice given by delegate | Refund as % of course fee |
|--------------------------|---------------------------|
| More than 60 days | 100% |
| 30-60 days | 50% |
| Less than 30 days | 0% |

- 4.2 A Customer may reschedule their course provided that a written request is received by 20|20 at least sixty (60) days prior to the start date of the booked course. The new course date must start within ninety (90) days of the original course start date. If the Customer provides 60 days or less notice to reschedule it shall be treated as a cancellation and the table in clause 3.1 above shall apply.

5 Ownership in Course Materials and Limited Licence

- 5.1 20|20 or its licensor owns all right, title and interest in and to the course materials. 20|20 grants to the Customer a limited right and licence to use the course materials solely in connection with the course attended. The Customer may not copy, share, sell, license, store or otherwise provide the course materials to any third party in any form without the prior written consent of 20|20. The Customer may not use the course materials to provide training to any person that has not attended the applicable course.

6 Warranty

- 6.1 20|20 warrants that it shall use reasonable care in performing the training course. 20|20 does not warrant that the delegate will be able to pass the exams of the relevant accredited examination associated with the course or that they will be able to achieve any particular proficiency level.

7 Liability

- 7.1 To the maximum extent permissible by law, 20|20's liability to the delegate arising out of or in connection with the course shall be limited to the course fees paid by the Customer.

8 General

- 8.1 By attending any course, the Customer accepts these terms and conditions.
- 8.2 As used in these terms and conditions: "day" means a calendar day; "in writing" means either by fax or email.
- 8.3 Purchase orders are to be used solely for the accounting purposes of the delegate and any terms and conditions contained therein shall be deemed null and void with respect to the parties' relationship and these terms and conditions.
- 8.4 All personal data supplied to 20|20 in connection with booking a course will remain secure and confidential and shall be used only in accordance with the 20|20 Data Protection Policy in force at the time of booking.
- 8.5 These terms and conditions shall be governed by English law.