

Terms & Conditions

COURSE BOOKING TERMS AND CONDITIONS

1 Fees and Payment

1.1 20/20 shall issue an invoice to, as appropriate, the delegate or company prior to the start of the course. Course fees are due on receipt of the invoice and payable on the earlier of thirty (30) days of the invoice date or fourteen (14) days prior to the course start date. If the course booking is made within fourteen (14) days of the course start date the payment is due and payable immediately and in any event prior to the course start date.

1.2 The delegate or company, as listed on the booking form, is responsible for the course fee.

1.3 All fees are exclusive of VAT which shall be added in accordance with the prevailing legislation.

1.4 20/20 reserves the right to change the course fees at any time and without notice. 20/20 will not change the fees for any course booked where the associated fees are paid on time.

2 Cancellation, Rescheduling and Transfers

2.1 A delegate may cancel attending a course or exam in writing by email. If a cancellation is made by telephone it must be confirmed in writing within one (1) day.

2.2 You may cancel or reschedule any course, however 20/20 Business Insight Ltd shall be entitled to payment in accordance with this clause. You agree and recognise that the cancellation and rescheduling charges listed below are reasonable and take into account any 20/20 staff time incurred, any registration/exam fees and other associated costs and also the loss of opportunity to 20/20 arising from the cancellation or rescheduling the course. The charges shall be calculated as follows:

Notice given by delegate

Cancellation charge

Rescheduling charge

More than 60 days

Nil

Nil

30-60 days

25% of course fee

£100 + VAT

14-30 days

50% of course fee

£100 + VAT

Less than 14 days

100% of course fee

100% of Course Fee

2.3 20/20 reserves the right to cancel a course with seven (7) days' notice in writing if insufficient delegates have been booked onto it.

2.4 PPO bookings are directly linked to a unique case study as part of the APM assessment process, therefore rescheduling cannot take place once booking is confirmed. Any movement will be classed as a cancellation and will incur 100% course fees.

3 Substitutions

3.1 Delegates may substitute an alternative attendee in their place at no charge provided that the new delegate meets the entry level requirements for the course and that the delegate passes on to them any 20/20 provided documentation and login details, including these booking terms and conditions. Where an external examination is to be undertaken at the end of the course substitutions may only be made with at least fourteen (14) days written notice.

4 Access to Online Course Materials

4.1 Where a license has been purchased for a set duration i.e. 3, 6 or 12 months, the duration starts from the date the license has been issued. Expired licenses are renewed through the purchase of a new duration license.

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 delegate(s) a limited right and licence to use the course materials solely in connection with the course attended. Delegates 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. Delegate(s) 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 delegate.

8 Purchases made from REED.co.uk

8.1 Under this policy, you may cancel your purchase of the course within the period of 14 calendar days from the date on which the contract of purchase is concluded. This is called a "Cancellation Period". Note that if you redeem your voucher during the Cancellation Period, you expressly request us to begin providing the course materials and you acknowledge that you lose your right to cancel the purchase of the course and get any refund for it.

9 General

9.1 By confirming the booking onto a course, the delegate and/or Company accepts these terms and conditions.

9.2 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.

9.3 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.

9.4 These terms and conditions shall be governed by English law.