

## **Booking Terms and Conditions**

### **Joining Instructions**

Upon receipt of your booking form, joining instructions will be sent to you. Payment is due 14 days prior to the course commencement date.

### **Payment Terms**

An invoice will be issued 4 weeks prior to commencement of the course. Payment is due on receipt, and should be received by Business Analyst Solutions Ltd 14 days prior to the course commencement date. Payment is due immediately should the booking be made within 14 days of the course commencement date.

Where deemed acceptable by Business Analyst Solutions, entry to a course will be permitted where a purchase order is received two weeks prior to the course start date. Where entry to a course is accepted by purchase order, then Business Analyst Solutions Ltd will raise an invoice following the course start date and payment must be received within 28 days of the invoice date.

If for whatever reason payment is not received, attendance at the course will not be permitted.

All cheques should be made payable to **Business Analyst Solutions Ltd**.

Payment may also be made by a recognised credit/debit card. Card payments are fully refundable in the event of cancellation subject to the conditions applying to 'Cancellation and transfers' below. Business Analyst Solutions Ltd reserve the right to make a service charge for payment by credit card to cover the cost of these transactions.

All course fees quoted are exclusive of Value Added Tax which should be added to the amount shown at the ruling rate at the time of booking the course. If the customer fails to make any payment when due Business Analyst Solutions reserves the right to levy a late payment charge calculated at the rate of 2% per month accruing daily from the date the invoice becomes due for payment.

### **Cancellations and transfers**

Cancellations and transfers will only be accepted if made in writing and received at least two weeks before the start of the course. Later cancellations and transfers cannot be accepted and the full payment will remain payable.

### **Course Changes**

Business Analyst Solutions Ltd reserves the right to improve the specification and format of its courses for the benefit of its customers without notice to the customer.

The location and date of the course will be as advised to the customer at the time of booking. Business Analyst Solutions Ltd reserves the right to change the location of the course and will advise the customer as soon as this change is known.

Business Analyst Solutions Ltd reserves the right to cancel or reschedule any course and will advise the customer as soon as this change is known. Business Analyst Solutions Ltd will use all reasonable endeavours to avoid changes of this nature. When this is unavoidable Business Analyst Solutions Ltd will refund in full all monies paid by the customer, or at the customer's option apply all monies to a rescheduled or alternative course.

### **Warranty and Liability**

The customer accepts that it is their responsibility to verify that the courses are suitable for the requirements of the delegate attending a particular course and that the delegate has the necessary level of competence to be able to achieve the objectives of the course.

Business Analyst Solutions' liability for loss and damage shall be limited to a claim for damages. The maximum aggregate liability will be the charges for the course out of which the loss or damage has arisen. Business Analyst Solutions Ltd will not be liable for indirect, special or consequential loss (including loss of anticipated profit or data), howsoever arising, even if it has been advised of such potential loss.

### **Copyright**

The copyright and all other intellectual property rights in all course materials shall remain the sole and exclusive property of Business Analyst Solutions Ltd. You undertake that you will not copy or permit the photocopying of course materials, nor disclose or permit the disclosure or sell or hire the same to third parties, nor use the same for running your own courses.