

## **Booking Terms and Conditions**

### **Joining Instructions**

Joining instructions will be sent to you approximately 2 weeks prior to the course start date.

### **Payment Terms**

An invoice will be issued at the point of booking. Payment is due a minimum of 3 weeks prior to the course commencement date. Payment is due immediately should the booking be made within 4 weeks of the course commencement date.

Where deemed acceptable by Business Analyst Solutions Ltd, entry to a course will be permitted where a purchase order is received prior to the course start date.

Business Analyst Solutions Ltd reserves the right to release reserved course places where payment is not received within the specified period. You will be informed in writing if this occurs.

Payment may be made by BACS transfer or by a recognised credit/debit card (sorry, we do not take American Express). Card payments are fully refundable in the event of cancellation subject to the conditions applying to 'Cancellation and transfers' below.

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 three weeks before the start of the course. Later cancellations and transfers cannot be accepted and the full payment will remain payable.

For bookings made within three weeks of the course start date there is a 48 hour 'cooling off' period from the time of submitting the booking for which we can accept transfer or cancellation. 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.

