

## Definitions :

“Course Provider” – The company delivering the course, normally *Live Systems Ltd.*

“Delegate” – The individual attending a course.

“Venue” – The location at which the courses will be delivered.

## 1. General

- 1.1. Advertised course dates are provisional only and are subject to confirmation by the Course Provider. Provisional dates may be subject to cancellation or rescheduling by the Course Provider.
- 1.2. The courses provided by the Course Provider are educational only and carry no assessment or related qualification. A certificate of attendance will be provided to all Delegates at the end of the course.
- 1.3. The Delegate is responsible for assessing the suitability of the respective course for their needs and for meeting any pre-requisites stated for the course.

## 2. Course Venue

- 2.1. All scheduled courses are expected to take place within Edinburgh.
- 2.2. The course Venue may change from time to time and the exact Venue for each course will be notified to the Delegates when the course is confirmed.

## 3. Bookings

- 3.1. Course places may only be reserved by the payment of a 25% deposit. The balance of the course fee will be due upon confirmation of the course or three weeks before the date of the course, whichever is the sooner.
- 3.2. Courses will be normally be confirmed three weeks before the advertised start date of the course.
- 3.3. Once the Course Provider has confirmed a scheduled course, the Delegates with reservations shall be informed and balance payments shall be due.

## 4. Course Cancellation

- 4.1. The Course Provider reserves the right to cancel or reschedule any advertised course as the result of lack of Delegate bookings, Venue availability or any other reasonable cause.
- 4.2. Should the need to cancel or reschedule a course arise, Delegates with reservations for this course shall be informed and they shall be given an option of a refund or to transfer their booking to an alternative date.
- 4.3. The Course Provider does not accept any liability in terms of any financial loss or inconvenience in respect of a cancellation or re-scheduling of any course. Delegates should not make any firm travel or accommodation arrangements until the course has been confirmed.

## 5. Delegate Cancellation

- 5.1. Should a delegate wish to cancel a reservation they should give a minimum of three weeks notice prior to the start of the course at which point their reservation deposit shall be refunded. Should a delegate wish to cancel a booking with less than three weeks notice their reservation deposit and any balance payments shall not be refunded.
- 5.2. Delegates cancelling a place on a course with less than one weeks notice shall be charged the full fee for the course.

## 6. Fees and Payment

- 6.1. Delegates must pay a 25% deposit to reserve a place on a scheduled course which may be refundable under certain cancellation conditions as set out in clauses 4 and 5.
- 6.2. The balance of the course fee will be due when the course is confirmed by the Course Provider.
- 6.3. Should a delegate fail to pay their outstanding balance by the due date, the Course Provider retains the right to treat this as a cancellation under terms for cancellation in clause 5.
- 6.4. The Course Provider reserves the right to pursue Delegates for any outstanding monies and to charge interest on such monies at a rate of 6% per calendar month plus any costs incurred in recovering the debt.