



# Terms & Conditions for Certified Training Services

## *Summary*

The terms and conditions for Certified Training Services set out below represent a complete statement of the agreement between the parties and supersede all prior discussions, correspondence and representations. Infonic Document Management Ltd. (hereafter referred to as 'Infonic') brochures and advertisements are for information purposes only and are not intended to form any agreement between Infonic and the recipient.

Infonic limits the provision of its Certified Training Services to employees of corporations, partnerships, and government organizations who are sponsored by their respective organizations.

This agreement is between Infonic and the customer and shall be deemed to come into force when Infonic issues an invoice to the customer. These terms and conditions are subject to change without notice and changes will apply to any enrolment/course order received after the date of the change. These terms and conditions may not be varied except when a written notice is signed by Infonic. The acceptance of a purchase order by Infonic containing different terms and conditions does not modify or supersede these terms and conditions.

This agreement is applicable for Certified Training Services given at Infonic's Head Office or on Customer's site. 'Head Office' defines as a location within or near the Infonic Head Office in Milton Keynes, England. 'On-site' defines as a location away from the Infonic Head Office in Milton Keynes, England i.e. the customer's location.

Training consists of a Professional Infonic Trainer giving training at the Infonic Head Office or on-site. The Trainer provides all laptops with Infonic software installed on them. These laptops are used in hands-on exercises by the delegates throughout the training course. Also provided is a Training Pack consisting of a Course Manual that acts as a reference guide, Trainer's Notes, Reference CD, and Case Studies.

## *Course Fee*

The course fee is due and payable **before** the course start date. Infonic will invoice customers for training places based on a valid Purchase Order received at the time of booking the course. Invoices should be paid immediately and normally within 2 weeks of the course start date. Infonic may accept late bookings within a few days of the start of a course, but must receive payment (typically by cheque or bank transfer) before the start of the course.

The course fee includes: trainer instruction, course materials, use of software, computers and other technical hardware as appropriate for the course. When training is held on Infonic premises, the course fee also includes lunch as well as light refreshments during morning and afternoon breaks. For on-site courses, the course fee does not include expenses incurred by the training delegate to attend training. These expenses include accommodation, meals, travel and any other expenses incurred by the training delegate. A sales quotation will include the course fee plus fixed cost expenses.

## ***Substitutions***

A qualified substitute will be allowed to attend in the delegate's place and this substitution can be made at any time prior to the course. Please notify the Trainer if you plan on substituting a delegate.

## ***Delegate Cancellation or Transfer***

Cancellations or transfers may be made for a full refund and without any penalty no later than 4 weeks before the first day of the course. Otherwise, the full course fee will be due and payable. In the event of timely cancellation or transfer, if the course fee has been paid, the payment may be applied against the fees for another course or a full refund may be requested.

A transfer from one course to another, if made less than 4 weeks before the course start date, will be treated as a cancellation and the full course fee will be due. If the cancellation occurs 4 weeks and less from the start date of the course, a cancellation fee of £100 will apply.

## ***Infonic Course Cancellations***

Infonic reserves the right to cancel the course. In the case of a course cancellation, Infonic's liability will be limited to the refunding of any fees paid in respect of the course and Infonic shall not be responsible for any consequential loss arising whatsoever. Infonic will, however, endeavour to give delegates as much advance notice as possible of any change to their enrolment.

## ***Room***

For on-site training, the customer is responsible for providing a training room/venue for the Trainer to present the course(s).

This room needs to have the following:

- Sufficient chairs and tables, including an extra table for the refreshments.
- Chairs comfortable for 3+hours of sitting.
- Appropriate disability access
- Electrical outlets, extension cords and power strips
- Whiteboard with working pens and eraser. (Alternatively, a flip-chart with working pens is acceptable.)
- Computer projector available and working.
- Room needs to have a lock on all doors for leaving equipment in overnight, if needed.
- Quiet environment.

The Training Room/venue needs to be available 1 hour before/after class time for equipment setup and break down.

## ***Security & Safety***

For on-site courses, if the course is more than one day, the customer will need to provide a key to the Training Room / venue to the Trainer an hour before training commences. If a key cannot be provided, arrangements need to be made so the Trainer has access to the Training Room/venue **one** hour prior to course starting time.

Any additional passes / security necessities for the Trainer need to be provided. This includes parking arrangements, if applicable.

Fire exit and evacuation plans needs to be shown to the Trainer prior to the start of each course.

## ***Lunch & Refreshments***

For on-site training, the customer is responsible for providing lunch for the Trainer as well as light refreshments during morning and afternoon breaks of the scheduled course.

## ***Copyright / Intellectual Property***

All copyrights, patents, designs, and other intellectual property rights in or relating to any course materials provided or made available in connection with the public course or on-site course remain the sole property of Infonic. No part of any course materials may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, or translated into any language, without the prior written permission of Infonic.

## ***Expenses***

For on-site training, the customer is responsible for the additional cost of expenses to cover the Trainer's traveling costs. Please contact us at Infonic for a quote.