

INTEGRA QUALITY LTD TRAINING TERMS AND CONDITIONS

1. General terms

- a. By becoming a client of Integra Quality Ltd you enter into a contract by which you:
 - i. Confirm that you are willing to participate fully in the course.
 - ii. Agree to pay the relevant fees.
 - iii. Agree not to plagiarise the work of others or in any way try to pass yourself off as competent by means of deception.
 - iv. Agree to take full responsibility for your actions and opinions.
 - v. Confirm that you have, or are willing to secure access to, relevant materials where the course necessitates this.
- b. We reserve the right to refuse clients for any reason.
- c. Open courses normally run with a suitable minimum of participants. Should a course be cancelled because of shortage of participants you will be offered a place on an alternative course or a full refund of fees paid.
- d. Enrolments on any validated programme are also subject to regulations determined by the validating institution and will include but are not limited to procedures for admissions and deferrals.
- e. Unless otherwise stated, our maximum number of delegates is 12 for both open and in-house courses.

2. Application of these terms

- a. Payment of the requisite fee (as detailed below) is an offer by you to enter into a binding contract with us, which we are free to accept or decline at our absolute discretion.
- b. We intend to rely upon these Terms and any document expressly referred to in them in relation to the Contract between you and us. While we accept responsibility for statements and representations made by our duly authorised agents, please make sure you ask for any variations from these Terms to be confirmed in writing.
- c. We have the right to revise and amend these Terms from time to time. You will be subject to our Terms (including policies and procedures) in force at the time that you enrol on a course with us, unless any change to those policies or these Terms is required by law or government or regulatory authority in which case the same will apply to courses you have enrolled on or started.

3. Booking and payment

- a. A purchase order (PO) number will be required before a course booking can be confirmed. It is only under exceptional circumstance that bookings can be confirmed in the absence of an upfront PO number.
- b. We request you sign and return the Course Booking Confirmation to confirm that all the details are correct, and your acceptance our terms and conditions. If you do not dispute the Booking Confirmation details, or fail to return a signed copy before the course, we will assume the details are correct and that you agree to our terms and conditions.
- c. If your course requires you to have a particular qualification, you must confirm that you hold that qualification when booking.
- d. For open courses, the balance of course fees (i.e. the total fee(s) less any deposit previously paid) is due no later than 21 days before the course starts or immediately if the course is due to start less than 21 days after booking.
- e. For in-house courses, you will be invoiced after the course has finished, as there are usually expenses to add onto the invoice, of which will be made clear on the booking form.
- f. All course bookings are subject to availability.
- g. Clients are liable for any bank charges incurred in payment of fees.
- h. Unless stated otherwise fees levied by professional organisations for registration are payable by the client.
- i. We reserve the right to change payment terms without notice. This will not affect those who have already booked on the course at an agreed rate.

4. **Changes and cancellations by you**

- a. Cancellations or changes before starting a course:
 - i. If you are unable to attend or need to change the date of a course, substitutions can be made but cancellations are not normally made.
 - ii. For open courses, once a Booking Form or Online Booking has been received, you are liable to pay. If you wish to change to a different course more than 10 working days before the booked course start, we can do this free of charge. If you wish to change courses within 10 working days of a course, the full fee will need to be paid again for the new course date, the fee for the originally booked course will be forfeit
 - iii. For in-house courses, once a booking confirmation form has been issued you are liable to pay for the course. The following sliding scale of payment will be implemented if you need to change the date of your course:
 - **20 working days or more** of course start date: **No charge**

- **11-19 working days** before course start date: **50% of stated fees**
- **10 working days or less** before course start date: **100% of stated fees**

- b. Cancellations after starting a course:
 - i. Refunds will not be payable after a course has been started. You will be invoiced for attending the course. In certain circumstances, not attending the full course will exempt you from receiving certificate for attendance.
- c. Cancelling Remote Invigilation
 - i. If you need to change the date of your exam you can do without charge up to 24hours prior to the start time of your exam. However, if the change is within 24 hours, you will be charged **£30 + VAT per exam change**.

5. **Changes and cancellations by us**

- a. If circumstances arise that are beyond our control, it may be necessary from time to time to change/cancel course dates, content, venues, and prices from those published. Whilst we will make every effort to transfer your booking to the next available course at your preferred venue, it should be noted that we will not be held liable for any costs/losses incurred as a result of any such changes.
- b. It may at times be necessary, for reasons beyond our control, to alter the programme or tutors.

6. **Personal information**

- a. Clients of Integra Quality Ltd must provide an accurate and complete company postal address, contact telephone number and company e-mail address. Your details will not be used for any purpose other than the efficient and effective running of Integra Quality Ltd and will not be shared with any third party without your permission, unless requested by law or a similar authority.
- b. The majority of correspondence with and from Integra Quality Ltd is conducted electronically using e-mail. Your details will be added to our mailing lists but not our newsletter list. Your details will not be passed to any third party without your permission, unless requested by law or a similar authority.
- c. Where your course fees are paid by your employer, you give us consent to share information about your progress and engagement on that course with that company. Where this company has been bought by another company, you also allow us consent to share this information about your qualifications should they ask.
- d. Integra Quality Ltd abides by the General Data Protection Regulations.
- e. Integra Quality Ltd may contact you from time to time via email with courses or information in which you might be interested. If

you no longer wish to receive this information, please contact us on info@integraquality.co.uk

7. Liability and contractual obligations

- a. No other statements in the training materials, on the website or e-mail correspondence may be taken to imply any contractual obligation by Integra Quality Ltd.
- b. Any liability will be limited to the payment of the enrolment fee paid, except in the event of personal injury or death at an event organised by Integra Quality Ltd.
- c. Information, whether on the web or in any other form, is provided for the use of clients and others at their own discretion. No liability will be accepted for the accuracy of any information or the consequences of its use by clients or others.
- d. Depending on the course purchased Integra Quality Ltd agrees to provide its clients with some or all of the following:
 - i. Relevant course material.
 - ii. An assessment methodology suitable for the course.
- e. Integra Quality Ltd is a company registered in England, registration number 11749319. The Registered Office is 7 Castle Street, Sheffield, England, S3 8LT.
- f. Integra Quality Ltd reserves the right to terminate any booking if it suspects that any part of these terms and conditions have been broken.

8. Copyright & intellectual property rights

- a. The course materials and contents of the website are copyright. This includes all content unless otherwise noted. The contents may not be copied or republished in any format, in whole or in part. This includes (but is not limited to) copying text, copying pictures or video, copying images for use in brochures, websites or any other medium, copying review content (narrative, video or pictures), copying backgrounds and borders, or any other content.
- b. All material is the intellectual property of Integra Quality Ltd (or the suppliers of the information where this is explicitly stated). Material is made available purely for the benefit of Integra Quality Ltd's corporate and individual clients for their own personal use. It is not available for commercial use with other organisations.
- c. During your use of the website, we gather 'industry standard' data from you, which includes: your logged ID, your IP, your browser details etc. Our server maintains a log of your access. General data collected may be used or shared in an 'aggregate' manner, for example, to demonstrate how many hits we have, what countries people are accessing the site from, what browsers people are using, what parts of the site are visited and so on. We never share any information specific to a particular identifiable user unless requested by law or a similar authority, or an ISP or network administrator investigating abuse of our site.
- d. If clients personally make their contact details available to other clients, this is to enable networking and sharing of information

between them. Under no circumstances are they to be used by clients or their associates or made available by clients/associates to third parties, for mailing lists or other commercial purposes.

- e. Information on the web is made available to clients and cannot therefore be regarded as confidential. Clients undertake that all information they provide for the web is free from copyright, confidentiality or other restrictions that would prevent its publication on our website.
- f. By becoming a client you grant to Integra Quality Ltd a perpetual licence to display, reproduce or use your feedback on the Integra Quality Ltd site. You also grant to Integra Quality Ltd a perpetual licence to use your postings either in the original form or modified and on any other media for the purpose of promotion of Integra Quality Ltd.

9. Rights and responsibilities of Integra Quality Ltd

- a. Integra Quality Ltd accepts no responsibility for the content of our site, which is provided 'as is', and with no warranty express or implied. Reviews and all our other content are offered as our opinion only.
- b. We understand that as a client of Integra Quality Ltd you expect the website to be on-line and available at all times. However, we can make no guarantees as to the 'up time' of the site as this is beyond our control. For example, routing, server, Internet, hardware and software problems completely beyond our control may occur. We host with a commercial company that guarantees (to us) 99.9%+ up time in order to minimise down time but accept no responsibility if the site goes off-line and it is not our fault.