

ABBEY METAL FINISHING LTD Terms and Conditions

ABBEY METAL FINISHING LTD's terms and conditions are set out in full below. Please read these Terms and Conditions carefully before purchasing a training course. By ordering an ABBEY METAL FINISHING LTD training course, you are confirming your agreement to be bound by these Terms and Conditions.

Payment Terms

- 1.1. Customers for whom credit terms have been approved may issue a purchase order for the training courses they wish to book.
- 1.2. Otherwise payment must be made by BACS at the time of booking.
- 1.3. ABBEY METAL FINISHING LTD training courses are subject to VAT at 20%.

Booking

- 2.1. Training courses are reserved from the receipt of the booking request and payment by any of the above methods.
- 2.2. A copy of these Terms and Conditions are available online and will be sent to you with the booking confirmation.
- 2.3. When booking, confirmation will be sent to you within 14 days and will include a receipted invoice.

CANCELLATIONS Your Right to Cancel

- 3.1. You have a right to cancel your purchase of the course within a period of 14 calendar days ("Cancellation Period") from the date on which you confirm your booking on the course, subject to Clauses 3.4.
- 3.2. You must inform ABBEY METAL FINISHING LTD of your decision to cancel by email to training@amfin.co.uk
- 3.3. On cancellation you will be entitled to a full refund of the fees.
- 3.4. No refunds will be given for cancellations of bookings made after the Cancellation Period.
- 3.6. If ABBEY METAL FINISHING LTD have to cancel the training course, our liability shall be limited to a credit against future courses only. We will not refund any travel or accommodation costs associated with the cancellation of a training course.
- 3.7. ABBEY METAL FINISHING LTD reserves the right to cancel or reschedule training courses without prior notice and to amend or alter published programmes, fees, venues and lecturers.

CHANGES TO YOUR BOOKING Substitute Delegates

- 4.1. ABBEY METAL FINISHING LTD will accept substitute delegates at any time subject to receipt of substitute delegate details and, where applicable, immediate payment of any additional fees or 3rd party charges due.
- 4.2. Notification of substitute delegates must be made in writing.

Transfers

5.1. Training courses can be transferred to another training course in the current schedule (calendar year) providing subsequent training courses are not already fully booked.

5.2. 10% of the training course fee will be charged on each training course transferred in addition to any difference in course fees which will need to be paid in full. When the original course has a higher course fee, the difference will be refunded in the form of course credits only.

5.3. No transfers will be accepted for requests made less than fifteen (15) working days before the date of the training course.

5.4. Notification of transfers must be made in writing at least fifteen (15) working days before the start of the training course, irrespective of the method of booking.

JOINING INSTRUCTIONS

6. Joining instructions are usually sent at least five (5) working days before the start of a training course. If you have not received your joining instructions three days prior to the training course, please contact the relevant training course team as detailed in 3.2. ABBEY METAL FINISHING LTD will not be held responsible for non-receipt of joining instructions and refunds will not be issued under such circumstances.

ATTENDING THE TRAINING COURSE Programme Changes

7.1. It may be necessary for reasons beyond ABBEY METAL FINISHING LTD's control to change the content and timing of the programme, the speakers, the date or the venue at any time prior to the training course date.

Course Papers/Delegate Pack

8.1. The course material will be provided as a delegate pack. This documentation is made available only to those attending the training course and should not be reproduced.

8.2. Course papers and delegate packs are provided for the sole use of the delegate and may not be reproduced whether in whole or part, shared or distributed by any method whatsoever without prior permission of the copyright owner.

Travel

9.1. ABBEY METAL FINISHING LTD accepts no liability if a delegate is unable to attend a training course due to adverse weather conditions or any travel disruption.

9.2. ABBEY METAL FINISHING LTD reserves the right to use venues which may incur a car parking charge and will not be liable to pay any charges incurred.

Dress Code

10.1. There is no dress code; however, most delegates choose to wear smart casual clothing.

Accommodation

11.1. Training courses are usually non-residential, unless otherwise stated.

11.2. Delegates requiring accommodation should, therefore, make their own arrangements.

Special Requirements and Dietary Needs

12.1. When booking, delegates are asked to notify the relevant training course team at ABBEY METAL FINISHING LTD of any special requirements, in writing, at the time of booking a course. We will endeavour to accommodate your requests; however, please note this may not always be possible.

AFTER THE TRAINING COURSE Delegate Feedback

13.1. After the training course, delegates should expect to receive a feedback form. We would ask this is completed and returned to us within seven days to allow us to continue to improve and tailor future training courses more closely to your requirements.

GENERAL Limitation of Liability

14.1. ABBEY METAL FINISHING LTD will not be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from attending training courses unless it is directly due to negligence on its part. This clause does not affect ABBEY METAL FINISHING LTD's liability under the terms of the Consumer Rights Act 2015.

14.2. The copyright of all training material rests with the trainer or speaker, and ABBEY METAL FINISHING LTD may not be held responsible for any infringements as a result of plagiarism, libel, slander or any misuse of any material.

14.3 ABBEY METAL FINISHING LTD will not be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from the application of any training contents to the processes in the participants own company

14.4 Even though the training courses as provided by ABBEY METAL FINISHING LTD have been designed with great care, they do not guarantee that the candidate will pass any examination.

14.5 ABBEY METAL FINISHING LTD does not accept any liability for loss or damage howsoever arising from the application of the training courses, or any part thereof, in the customers' workplace.

Data Protection

15.1 ABBEY METAL FINISHING LTD's policy with regard to compliance with the General data Protection Regulations (GDPR) is available on www.amfin.co.uk.

Confidentiality Undertaking

16.1 Prior to attending any training course, each delegate will be required to sign a Confidentiality Undertaking in the attached form. No refund will be issued in the event that any delegate fails to sign the Confidentiality Undertaking for whatever reason.

Applicable Law

17.1 These Terms and Conditions are to be construed under English Law.