

Terms & Conditions

General:

(a) Unless expressly stated by the Company in writing all quotations are made and bookings accepted on the following Terms and Conditions.

(b) In these Conditions: i: "Company" means Acuity Training Ltd, ii: "Contract" means any contract made subject to these Conditions, iii: "Client" means any person with whom the Company enters into a contract subject to these conditions, iv: "Booking" means any confirmed reservation made with the Company by whatever means.

Other printed or standard conditions:

These Conditions and the Contract constitute the entire understanding of the parties and shall apply to the Contract to the exclusion of any other contractual terms and conditions and no contractual terms contained in any document sent by the client shall be of any effect with respect to the contract unless expressly accepted by the company in writing. The client acknowledges that it has not relied on and shall not be entitled to rescind the contract or to claim damages or any other remedy on the basis of any representation, warranty, undertaking or statement which is not set out in these conditions. These conditions may not be varied or waived except with the express written agreement of the Company.

Prices:

All prices are as stated and are exclusive of VAT which will where appropriate be charged at the current rate.

Cancellations or postponements of Acuity course bookings:

(a) Confirmed cancellations or postponements received via e-mail, facsimile or in writing more than 14 days prior to the date of the course incur an administration charge of £95.00 (+VAT) or 10% of course cost, whichever is the greater. This administration charge will be applied per person, per course cancelled or postponed.

(b) Confirmed cancellations received via e-mail, facsimile or in writing less than 14 days prior to the date of the course are payable in full.

(c) Bookings made within 14 days of the date of the course may not be cancelled or postponed without incurring a 100% cancellation charge.

(d) Substitutes may be made at any time without penalty. Acuity should be informed of any changes.

Payment:

Unless otherwise agreed in writing, payment for each course is to be received no later than 14 days prior to the course start date.

Cheques should be made payable to 'Acuity Training Ltd' and sent to Acuity Training Ltd, The Surrey Technology Centre, 40 Occam Road, Guildford, Surrey GU2 7YG, BACS credits should be directed to: Acuity Training Ltd, A/c No. 06773406, Sort 12-24-81, BANK OF SCOTLAND, 600 Gorgie Road, Edinburgh, EH11 3XP.

Provision of service:

The Company reserves the right to cancel, postpone, alter or delay any booking.

Special needs:

It is the responsibility of the Client to advise the Company of delegates with special needs. The Company cannot accept responsibility for such delegates unless it has stated in writing that it is able to accommodate those needs.

Scheduled courses:

(a) Please note that for scheduled courses trainers will aim to deliver the modules specified in each scheduled outline. In the event of a mixed ability course some delegates may find the pace and content unsuitable. Whilst Acuity endeavours to ensure delegates attending a scheduled course are of similar ability, it is the clients' responsibility to determine that each course is the correct level for their delegate(s). Acuity cannot accept responsibility if any part(s) of the scheduled course outline are not covered.

(b) In a case where the delegate does not have the prior level of knowledge required for the course they are attending, we reserve the right to ask them to leave the course.

(c) In the case where you are the only delegate booked on a scheduled course we reserve the right to reduce the duration of the course to ½ the original duration e.g. a 2-day course will become a 1-day, a 1 day course will become a ½ day. Alternatively we will give you the option to be transferred to our next available course.

Exams:

Microsoft Office Specialist exams are non-refundable although substitutions can be made at any time.

Holding accounts/Voucher bookings:

All Holding accounts/Voucher bookings have a maximum expiry date of one year from the date of invoice. Any unused revenue is non-refundable. Acuity cannot accept responsibility for any unused revenue within this period.

Individuals:

We do not accept bookings by any individual unless payment of cleared funds is received at least 14 days before the commencement of each course or exam.

Consultancy:

The Company supports its clients in the utmost good faith. However, due to the complexities of any consultancy work undertaken the Company accepts no liability and offers no guarantees for its consultancy and associated work.

Recruitment:

If as a result of contact made during their business with the Company, a client subsequently and within one year of the last booking, recruits a member of the Company's staff whether then employed by the Company or not, a compensation fee of 50% of the final annual salary of that member of staff is payable to the Company.

Invoicing details:

As we are not able to accept any delay in invoice payment it is important that you tell us about any special arrangements you require for your invoices.