



terms and conditions

The following terms and conditions govern business transacted with Armada Training Solutions Ltd. (hereinafter Armada), registered office address 6 West Court, Saxon Business Park, Bromsgrove, Worcs. B60 4AD.

Scheduled courses

Scheduled courses, also known as public courses, are courses that Armada arrange on which individuals and companies can book places.

Reservations

Reservations (provisional bookings) for places on scheduled courses can be made by completing a form on our website, or by phone or email.

Reservations are made on a non-committal basis on the part of our client.

Armada confirms all reservations by email.

Reservations are held for up to one week. If we don't receive confirmation of your booking within one week, the place reserved is released and made available for others to book.

Reservations cannot be made within one week of a course starting. (Late bookings are possible, but we require payment or a purchase order at the time of booking; see Bookings below for further details.)

Bookings

To confirm a booking, we request:

- full payment, or
- a purchase order (acceptable from UK-registered companies with turnover in excess of £1,000,000).

If you provide a purchase order, we'll forward an invoice to you with 30-day payment terms.

Armada confirms all bookings by email.

Payment

Payment for your course can be made by bank transfer, card or cheque. Card payments are accepted from all major credit and debit cards, either securely online or over the phone.

Armada reserves the right to:

- Change prices without notice. (Price changes do not affect existing reservations and bookings.)
- Charge interest for late payments. Interest is charged at the statutory interest rate, currently 8% plus the Bank of England base rate.

Payments are accepted in GBP. Euro and US\$ pricing is available upon request.

Joining instructions

The details required by delegates to join a scheduled training course are sent by email in the week before the course starts. If we have the delegate's email address, they're sent directly to the delegate. If we don't, they're sent to the person who made the booking to forward on to the delegate.

Cancellation terms

If a company or delegate cancels a booking on a scheduled training course giving less than 10 working days' notice, a cancellation fee is payable. The fee charged depends on the notice period given, as follows:



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<i>Cancellation period</i>	<i>Fees payable</i>
5 to 9 working days' notice from course start.	50% of the course fee is payable.
3 or 4 working days' notice from course start.	75% of the course fee is payable.
Less than 3 working days' notice from course start.	Full course fee is payable.

No fee is payable for scheduled course bookings cancelled giving 10 or more working days' notice from the course start date. Any fees already paid will be refunded.

Armada reserves the right to cancel a scheduled course, or reschedule a course, if we don't have sufficient bookings to make it viable. Should we need to cancel or reschedule a scheduled course due to low numbers, we will endeavour to give you at least one weeks' notice. In such circumstances, we will offer you alternative course dates or the option of a full refund. Armada will not be liable for any further compensation. We recommend that you check with us whether a course is confirmed as running before committing to travel and hotel accommodation arrangements and other expenditure.

Should Armada need to cancel any training course due to unforeseeable circumstances occurring, e.g. trainer illness or trainer travel problems, delegates will be given the option of attending the course on a future date or receiving a full refund. Armada will not be liable for any further compensation.

Transfers

Delegates can transfer to a different scheduled course providing we receive at least 10 working days' notice. No charge is incurred, unless the price of the course the delegate is transferring to is higher than the one originally booked, in which case payment for the difference in price is required.

Delegates can transfer to a different scheduled course giving less than 10 working days' notice, subject to a rebooking charge being paid. This charge is based on a sliding scale, as follows:

<i>Notice given</i>	<i>Transfer rebooking charge</i>
5 to 9 working days' notice from course start.	25% of the course fee, plus the difference in price if transferring to a course of a higher value.
Less than 5 working days' notice from course start.	50% of the course fee, plus the difference in price if transferring to a course of a higher value.

Attendance and late arrivals

If a delegate arrives more than 60 minutes late for a scheduled course, or fails to attend the first or any subsequent day of a course, we reserve the right to deny the delegate entry to the classroom for the remainder of the course. This is because it might affect the course flow of the course for the rest of the delegates.

In such cases that we exercise this right, the booking will be deemed cancelled. A 50% rebooking fee is required for the delegates in question to attend part or all of the course on a future date.

Course pre-requisites

Many of our scheduled courses have pre-requisites. For example, it's a pre-requisite of our *AutoCAD Intermediate* course that delegates are familiar with the topics covered in our *AutoCAD Essentials* course. If it becomes apparent that a delegate doesn't meet the pre-requisites for a course they're attending, we reserve the right to ask them to leave the course.

In such cases, the booking will be deemed cancelled. You will be offered the opportunity to switch the booking to the appropriate course on a future date, but this switch will be subject to a 50% rebooking fee.



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Price guarantee

If you book a place on any scheduled course and then find the same course at a lower price elsewhere, we will match that price. To qualify for the price match:

- The course you find must be comparable. By this we mean it must:
 - Cover the same subject.
 - Be of the same duration or longer.
 - Hold the same accreditations as our course, i.e. if it's an Adobe application course it must be provided by an Adobe Authorised Training Centre (AATC); if it's an Autodesk course it must be hosted at an Autodesk Training Centre (ATC).
 - Be in the same region, i.e. within 50 miles of the venue we're holding our course at.
- The lower price must be advertised on the other company's website.

To claim a price match, call 01527 834783 any time before attending the course and tell us where you saw the price.

Training guarantee

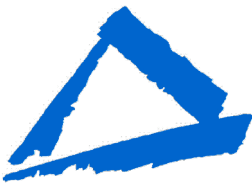
If you attend a scheduled course and don't feel that you grasped the concepts or learned enough to be able to put the skills into practice, you can repeat the same course free of charge. This is our guarantee to you that you will learn the skills that you expect to.

Our training guarantee is subject to the following terms:

- Only the original delegate can re-attend – the place is not transferable.
- The delegate must have attended the original class in full, and the request to re-attend must be made within three months of the original course.
- The delegate must bring back their original training guide and other course materials issued.

Re-attendance is subject to there being availability on the course. Priority is given to paying delegates, and there is a possibility that you may be asked to attend a later course.

For courses in Bromsgrove, you will only be able to make use of the free taxi service from Birmingham city centre if other delegates have booked the taxi and there is a free space available.



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On-request courses

On-request courses are hosted exclusively for clients, i.e. one-to-one training, or a 'closed course' for your group. They are not advertised on our website, and no-one outside of your party can join the course.

Reservations

On-request course reservations can be made by phone or email.

Reservations are made on a non-committal basis on the part of our client.

Armada confirms all reservations by email.

Reservations are held for up to one week. If we don't receive confirmation of your booking within one week, the course dates are released and made available for others to book.

Bookings

To confirm a booking, we request:

- full payment, or
- a purchase order (acceptable from UK-registered companies with turnover in excess of £1,000,000).

If you provide a purchase order, we'll forward an invoice to you with 30-day payment terms.

Armada confirms all bookings by email.

Course fees

All on-request courses are subject to a separate quotation, provided upon request.

Payment

Payment for on-request courses can be made by bank transfer, card or cheque. Card payments are accepted from all major credit and debit cards, either securely online or over the phone.

Armada reserves the right to charge interest for late payments. Interest is charged at the statutory interest rate, currently 8% plus the Bank of England base rate.

Payments are accepted in GBP. Euro and US\$ pricing is available upon request.

Joining instructions

For on-request courses hosted at our centres, the details required by delegates to join the course are sent by email in the week before the course starts. If we have delegates' email addresses, they're sent directly to them. If we don't, they're sent to the person who made the booking to forward on to the delegate(s).

For courses hosted at a clients' site, it is the responsibility of the client to issue joining instructions to the delegate(s) attending.

Course cancellations

If a company or delegate cancels an on-request course giving less than 20 working days' notice, a cancellation fee is payable. The fee charged depends on the notice period given, as follows:

<i>Cancellation period</i>	<i>Cancellation charge</i>
10 to 19 working days' notice from course start.	50% of the course fee.
5 to 9 working days' notice from course start.	75% of the course fee.
Less than 5 working days' notice from course start.	90% of the course fee.

No cancellation fee is payable for on-request course bookings giving 20 or more working days' notice from course start. Any fees already paid will be refunded.



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Course postponement

If a company or delegate requests postponement of an on-request course giving less than 20 working days' notice, a postponement fee is payable. The fee charged depends on the notice period given, as follows:

<i>Postponement period</i>	<i>Postponement charge</i>
10 to 19 working days' notice from course start.	25% of the course fee is payable.
Less than 10 working days' notice from course start.	50% of the course fee is payable.
Less than 5 working days' notice from course start.	90% of the course fee.

No postponement fee is payable for on-request course bookings giving 20 or more working days' notice from course start.

Price guarantee

Our price guarantee doesn't apply to on-request courses.

Training guarantee

Our training guarantee doesn't apply to on-request courses.



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Exam bookings

Exam cancellation terms

If a booking for an exam is cancelled giving less than 10 working days' notice, a cancellation fee is payable. The fee charged depends on the notice period given, as follows:

<i>Cancellation period</i>	<i>Fees payable</i>
5 to 9 working days' notice from exam date.	50% of the exam fee is payable.
3 or 4 working days' notice from exam date.	75% of the exam fee is payable.
Less than 3 working days' notice from exam date.	Full exam fee is payable.

No fee is payable for exam bookings cancelled giving 10 or more working days' notice from the exam date. Any fees already paid will be refunded.

Armada reserves the right to cancel an exam session, or reschedule an exam session, if unforeseeable circumstances occur, e.g. invigilator illness. Exam candidates will be given the option of sitting the exam on a future date or receiving a full refund. Armada will not be liable for any further compensation.

Exam transfers

Exam candidates can:

- change the exam they're taking, or
- switch to an exam session on a different date

providing we receive at least 10 working days' notice. No charge is incurred, unless the price of the exam the candidate is switching to is higher than the one originally booked, in which case payment for the difference in price is required.

Delegates can transfer to a different exam, giving less than 10 working days' notice, subject to a rebooking charge being paid. This charge is based on a sliding scale, as follows:

<i>Notice given</i>	<i>Transfer rebooking charge</i>
5 to 9 working days' notice from exam date.	25% of the exam fee, plus the difference in price if switching to an exam of a higher value.
Less than 5 working days' notice from exam date.	50% of the exam fee, plus the difference in price if switching to an exam of a higher value.

Attendance and late arrivals

If a candidate arrives more than 15 minutes late for their exam, they will not be able to sit the exam. This is because all candidates must start each exam session together.

In such cases, the exam booking will be deemed cancelled. A 50% rebooking fee is required for candidates to sit the exam on a future date.



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Post-course support

We offer post-course support to our delegates for a period of 30 days from the end of their course. Wherever possible, support is provided by the trainer who hosted the course.

Support requests must be emailed to the trainer, who will provide their email address during the course. The trainer will respond to the support request either by email, or by calling, whichever is the most appropriate depending on the nature of the query and the answer to be provided.

We endeavour to respond to support queries within one working day. This may not always be possible, however, depending on the trainer's workload.

Support scope

Support is limited to the topics covered in the course. Its primary purpose is to explain a principle or technique not have understood during the training. The post-course support we provide is not intended to provide assistance with:

- Topics not contained in the course syllabus.
- Your specific projects.

Complaints

Complaints are handled personally by a Director of Armada.

In the event that you wish to make a complaint about training you have received, or anything else relating to your training booking, please email full details to training@armada.co.uk. Alternatively, you can submit your request in writing to: Armada, 6 West Court, Saxon Business Park, Bromsgrove, Worcs. B60 4AD.

Your complaint will be investigated thoroughly. We aim to provide a written response within one week.

Changes to these terms and conditions

Armada reserves the right to change these terms and conditions at any time, without notice. Please contact us for a copy of our latest terms and conditions.

October 2018