

These terms and conditions apply to all business supplied and delivered by any division of ACI Training and Consultancy Ltd and should be read in conjunction with all correspondence confirming instructions. For the avoidance of doubt “client” means the organisation or company purchasing services from any of the ACI Training and Consultancy Ltd. divisions, an “individual” refers to a person purchasing a service for them only.

BOOKINGS

Training bookings can be made by telephone, email or on-line via our website booking system. Telephone bookings can be made via 01291 624451 or via email on info@acinternational.org.uk or at www.acinternational.org.uk. ACI Training and Consultancy Ltd will send email confirmation of bookings within 2 working dates of receipt. As soon as a booking has been confirmed, by email, the booking is subject to the standard payment and cancellation terms as detailed below. All new clients are required to complete a new customer form and sign terms of business prior to booking confirmations being dispatched. Failure to return these documents will deem that these terms of business have been accepted.

FEES

All fees quoted in ACI Training and Consultancy Ltd literature are exclusive of VAT, and VAT will be applied to all invoices at the standard rate. Fees quoted are per candidate booked on ACI open courses. Fees include full course material as appropriate and certification, except for any accredited course which will incur an extra fee required by the relevant awarding body for certification for each student – this information will be clearly notified at the time of the booking.

Certificates will be dispatched when payment of the invoice has been paid. In the event that duplicate certificates are requested a fee will be applied of £5.00 per certificate and a £2.00 administration charge. Certificates will only be dispatched to the client or individual who has purchased the service and not to any other third party.

PAYMENT

Invoices will be sent to clients electronically. **Invoices for fees are payable within 14 days of the date of the invoice date.** Any queries concerning an invoice should be raised with ACI Training and Consultancy Ltd within 14 days of the invoice date. Payments should be made as detailed on the relevant invoice. ACI Training and Consultancy Ltd preferred payment method is by BACS transfer. Remittance advices should be emailed to info@acinternational.org.uk. In the event that the client’s procedures require a purchase order number, the client shall be responsible for issuing the relevant purchase order number prior to the service date. Individuals are required to make payment by credit or debit card at the time of booking. Bookings will not be confirmed until payment has been made in full.

In the event that invoices are not settled in full in accordance with these Terms, ACI Training and Consultancy Ltd reserves the statutory right to charge interest under the Late Payment of Commercial Debts (Interest) Act 1998.

CANCELLATION

Course bookings for individual candidates may be cancelled without charge providing that notice is given in writing (email acceptable) and is received at least 5 working days before the scheduled start of the course. Once written confirmation has been received by ACI Training and Consultancy Ltd, the following cancellation fees will apply:

11 or more days notice - no fee is payable 10 to 6 days notice - 50% of the course fee due 5 or fewer days notice -100% of the course fee due

ACI Training and Consultancy Ltd reserve the right to cancel an event or change the course to a different date.

SUBSTITUTIONS AND TRANSFERS

Individuals who are unable to attend a booked place on a course may nominate an alternative candidate to attend up to 5 days prior to the commencement of the course. This will not be treated as a cancellation, unless the substitution or transfer occurs with less than 5 working days prior to the commencement of the course.

RESALE OF ACI Training and Consultancy Ltd COURSES

The selling of ACI Training and Consultancy Ltd course places is strictly prohibited. In the event that ACI Training and Consultancy Ltd is made aware of this practice, ACI Training and Consultancy Ltd reserves the right to increase the course fees to meet the prices charged by the third party. ACI Training and Consultancy Ltd will raise an invoice to the third party for immediate payment and certificates will not be dispatched until this invoice has been paid in full by cleared funds. Resale of ACI Training and Consultancy Ltd Courses is deemed a breach of contract.

COURSE CONTENT

All courses held in the United Kingdom are delivered in the English language. Each participant is provided with course material where appropriate and is certificated by ACI Training and Consultancy Ltd. Course content is constantly being updated and is believed to be accurate; however, no guarantee can be given to confirm this. ACI Training and Consultancy Ltd cannot be held liable for the actions of individuals outside of these courses.

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FORCE MAJEUR

ACI Training and Consultancy Ltd will not be responsible for any incident, occurrence or failures attributable to any cause outside its control that affects the provision of any service.