

Terms and Conditions of Booking

1. PAYMENT POLICY

- Payment is required prior to attendance or the granting of access to a course or service.
- ISB Consultancy LTD is not responsible for changes in costs due to exchange rates fluctuations when you pay by your local currency as these are determined by your card or banking provider.
- Applicable taxes will be applied to your invoice.
- When using prepaid products, applicable taxes will be deducted from the available balance.
- Customer will maintain complete and accurate billing and contact information and must notify ISB Consultancy LTD of any inaccuracies on an invoice prior to its due date.

2. PUBLIC COURSES & EXAMS

CANCELLATIONS & TRANSFERS

May be made without charge up to 4 weeks before the course start date. Later cancellations and transfers are charged as follows:

- 0-10 working days – full fee payable
- 11-20 working days – 50% of fee payable

COURSE CHANGES

ISB Consultancy LTD reserves the right to make enhancements to course specifications and changes to course dates and locations when necessary. ISB Consultancy LTD will endeavour to avoid changes of this nature and will advise the customer as soon as any such changes are known.

3. CORPORATE COURSES & EXAMS

CANCELLATIONS & TRANSFERS

For courses scheduled to be delivered on a Customer site or other venue requested by the customer, cancellations may be made without charge up to 4 weeks before the course start date.

Later cancellations and transfers are charged as follows:

- 0-5 working days – full fee payable
- 6-10 working days – 50% of fee payable

4. E-LEARNING

PAYMENT

E-learning course material will be available immediately after payment has been received.

CANCELLATION

Once the course has been activated by the customer it is deemed as consumed and can

be cancelled but not refunded. A full refund can only be given if the course has not been activated and notification is received by ISB Consultancy LTD within 14 days of the purchase date.

5. CUSTOMER RESPONSIBILITY

The customer accepts that it is their responsibility to ensure that the published course description meets the requirements of the participant(s) attending the course.

6. EXAMINATIONS

Most courses lead to recognised qualifications on passing the associated exam. For these, the exam fee is normally included in the course fee. If the exam is not required than this must be requested by the customer when booking, the exam fee will then be deducted from the course fee. After attending a course, exam fees are non-refundable.

Exams are available at the course end, however some delegates may defer the exam to allow themselves more preparation time. A Customer who has paid for an exam as part of their course fee has 2 months to take the exam after he /she has finished the course. After this period the Customer will have to pay the exam fee again to take the exam.

For exams rescheduled/cancelled less than 2 days before the exam starts you will have to pay an administration fee of £25 plus VAT. In case of scheduling an exam and not attending you will have to pay an administration fee of £50+VAT to reschedule the exam. If a delegate is late for an exam we reserve the right to refuse. An administration fee of £50+VAT to reschedule the exam will be due.

7. COURSE POSTPONEMENTS

Occasionally, ISB Consultancy LTD may need to change a course location, course date, or postpone a course. We will try to give the customer as much notice as possible of any such change. If the customer is unable to attend a course at the revised location or date, we will credit 100% of any prepaid course tuition fees paid against a future course or, if requested, refund those fees. ISB Consultancy LTD will not be liable for any other costs incurred including (for example) travel charges or any consequential damages, even if we were advised of them.

8. COACHING AND MENTORING

PAYMENT

- Full payment is required to secure the assignment start date.
- In return for the fees payable by the customer (or by a third party on their behalf), ISB Consultancy LTD agrees to provide the service as described in services and in accordance with the terms and conditions set out.

CANCELLATION

In the event the customer should wish to rearrange a coaching session, meeting, or any form of service, at least 48 hours' notice is required to carry forward the unused session or service free of any additional charge. Where less than 48 hours' notice is given the unused session or service will be forfeited.

In exceptional circumstances, ISB Consultancy LTD may need to rearrange a session. In these circumstances ISB Consultancy LTD will use reasonable endeavours to provide a mutually satisfactory alternative appointment with the customer.

The customer may terminate their coaching contract at any time in writing. Any monies owed at the time of cancellation to ISB Consultancy LTD will become due immediately. Refunds on payments made against future sessions will be at the discretion of ISB Consultancy LTD.

By exception ISB Consultancy LTD may be unable to provide further coaching or support to the customer and terminate the service early. Where necessary ISB Consultancy LTD may suggest it appropriate to signpost the customer to other professionals in the event of risk to the customer or others.

In such a circumstance, the customer will be given reasonable notice of termination by ISB Consultancy LTD where practicable and refunded any advance payments made for coaching or other services not yet provided.

9. COPYRIGHT/INTELLECTUAL PROPERTY

All copyrights, patents, designs and other intellectual property rights in or relating to any course materials provided or made available in connection with our courses remain the sole property of ISB Consultancy LTD. No part of any course materials may be reproduced, stored in a retrieval system (other than to enable the customer to use the materials for reference purposes), or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, or translated into any language, without the prior written permission of ISB Consultancy LTD.

Intellectual Property which is identified as, or can reasonably be deemed to be, confidential shall not be copied or reproduced or disclosed to any third party without the prior written consent of ISB Consultancy LTD. The Customer shall ensure that its employees and all those under the Customer's control and supervision comply with this obligation.

Where Services are provided to the specification or special requirements of the Customer, the Customer shall indemnify ISB Consultancy LTD against all costs, claims and damages incurred or arising out of any alleged infringements of Intellectual Property.

10. DATA PROTECTION AND CONFIDENTIALITY

The policy of ISB Consultancy LTD with respect to data protection is detailed in its Web Site Legal Notice which should be read in conjunction with these terms and conditions of contract.

Where Services are certified training courses, the Customer consents to allowing ISB Consultancy LTD full access to examination results arising from their bookings. This information will be used in accordance with the requirements of relevant data protection legislation. The data will only be used to evaluate effectiveness of training and to assist ISB Consultancy LTD in providing advice to its customers.

11.GENERAL

These terms and conditions set out above represent a complete statement of the agreement between the parties and supersede all prior discussions, correspondence and representations. Our brochures and advertisements are for information purposes only and are not intended to form any agreement between ISB Consultancy LTD and the recipient. ISB Consultancy LTD reserves the right to change pricing, and registration terms and conditions, to make changes to any of our products or programmes described on this website, or to change a course location or cancel a course at any time without notice or liability. Unless otherwise agreed in writing, any terms or conditions specified on or referenced within an ordering document shall have no force or effect, and in no event shall ISB Consultancy LTD's performance of services or provision of products constitute acceptance of any such terms or conditions. These Terms and Conditions shall be governed by and interpreted in accordance with English Law.