



Blackburn IT Services Ltd



17 Alfriston Grove
Kings Hill
Kent
ME19 4AS

t : 01732 521799
f : 07092 054629
e: info@bbits.co.uk
w: www.bbits.co.uk

Terms & Conditions of Booking

THIS AGREEMENT AND PARTIES

This agreement is made between us, Blackburn IT Services Ltd (herein known as bbits) of 17 Alfriston Grove, Kings Hill, Kent, ME19 4AS and you, the client person, partnership or company named on the Course Registration Form duly signed by your authorised representative. The individual signing the course registration form or the directors of a limited company or partners of a partnership will be personally liable for any commitments made but not fully met by themselves or their organisations, especially if these organisations cease trading and monies remain owing to bbits.

The agreement shall come into effect once we receive your Course Registration Form and confirm your course booking to you. If a completed form is not received by us, it shall be assumed that if we agree by email, fax, verbally or in writing to undertake work for you, then the terms below are agreeable to both parties.

Any conditions submitted, proposed or stipulated by you in whatever form and at whatever time, whether written or oral, are expressly waived and excluded.

No change to this agreement shall be binding unless agreed in writing by us.

ENQUIRIES & BOOKINGS

Enquiries may be made by telephoning or emailing and any special arrangements or deviation from our terms and conditions should be agreed by us in writing at this stage. A completed course registration form should be sent by fax or post and upon receipt of the correctly completed course registration form a provisional place will be reserved for the delegates, subject to payment as below.

FEES

All course fees are published but should be confirmed prior to booking. Training Voucher fees should be confirmed in writing. Fees for certain courses (e.g. customised courses and workshops) cannot be paid for using Training Vouchers. Training Vouchers and packages expire within one year of registration. Training Vouchers and Packages may only apply to specific courses and dates and these should be confirmed with us prior to booking. Some courses may be discontinued after a Training Voucher /package is taken out and bbits cannot take any responsibility for those courses no longer being available.

PAYMENT TERMS

All fees will be subject to VAT at the current rate and the total amount should accompany the course registration form, or be dispatched to us within two working days if the form was faxed to bbits. Failure to pay prior to a course may compromise the guaranteed space on that course.

INSTRUCTOR'S EXPENSES

For all non-scheduled courses, regardless of location, the instructor's travelling, accommodation and subsistence expenses will be charged to the client. For non-scheduled courses travel time at a charge of £500 per day or part thereof may be applied, unless the instructor can get to the client site after a normal working day during the evening prior to the course and return home during the evening following the course. An invoice will be raised following the course once precise costs are known.

CANCELLATION OR POSTPONEMENT BY CLIENT

Cancellations and postponements must be notified in writing immediately, and must be received at our offices at least 16 working days prior to the course date. This applies to all scheduled and non-scheduled courses. Specially discounted courses and those booked through Vouchers cannot be cancelled by the client without loss of 100% of fees due to be paid or paid in advance.

Penalty Fees may be incurred by you for non-discounted courses as a percentage of the published course fees of the particular course being cancelled or postponed at the date of the course, depending on the notice period given prior to the course date:

16 working days : 100% of published course fee payable
17-29 working days : 50% of published course fee payable
30 working days + : 0% penalty

TRANSFERS AND SUBSTITUTES

Transfers to other courses may be possible depending on availability but these will be on a standby basis only. Cancellation fees may still apply if sufficient notice is not provided as above. All transfers will be chargeable at £30 per delegate to cover administration.

Substitute delegates with suitable experience may be sent at short notice, and no charges will apply.

CANCELLATION AND RESCHEDULING BY BBITS

bbits reserve the right to cancel or reschedule a course or part thereof at any time. In the event of bbits having to cancel or re-schedule a course, delegates will be offered an alternative course date. We cannot take responsibility for additional expenses incurred by the client as a result of cancellation or re-scheduling by us. Once a Training Voucher is booked payment cannot be refunded under any circumstances.

COPYRIGHT

All copyright and other intellectual property in all material which we prepare for use prior to or during the course, including marketing and course notes, shall be and remain vested in us.

COURSE CONTENT

The current course content is detailed in a course outline which may change from time to time, and should be confirmed when booking

We endeavour to address all parts of the course as detailed in the course outline, but this cannot be guaranteed.

We may, if possible, change course content at the request of delegates provided this is agreeable to delegates or is felt to be necessary by the tutor. Duration of courses can vary depending on the speed of the class and aptitude of delegates. Courses will normally run 9.30-16.30 hours with 1 hour lunch and some refreshment breaks.

DOCUMENTATION

Documentation may be provided for some courses and may vary in style and depth. Documentation purchase, preparation and duplication and licensing for non-scheduled courses will be charged on top of course delivery fees, and an invoice will be raised following the course once precise costs are known.

DELEGATE EXPERIENCE AND BEHAVIOUR

Delegates are expected to behave professionally at all times during the course. Drunk and disorderly behaviour will not be tolerated.

Delegates must fulfil the minimum requirements specified in the course. Failure to adhere to these pre-requisites will impact our ability to deliver the course effectively. Inexperienced, under qualified, over experienced and over qualified delegates may attend courses but must realise that the benefits gained will be limited and that instructors cannot normally change course content and depth to suit these delegates, unless by prior arrangement.

We reserve the right to exclude delegates from the course (without refund of fees) at any time if they cause interruptions or delays for the above or any other reasons, or if their qualifications and current experience are impacting on our ability to deliver the course as originally intended.

We reserve the right to stop a course (without refund of fees) should delegates misbehave, cause interruption or should their experience and qualifications be such that we cannot continue to deliver the course as originally intended in terms of content and depth.

All claims made against us by other clients or delegates as a result of such delays or interruptions will be chargeable to those causing the delays.

MISCELLANEOUS

The client (and any other parties introduced by the client to bbits representatives directly or indirectly) will not, under any circumstances, conduct any direct negotiations with bbits representative (or parties introduced by them directly or indirectly) in respect of this or any other planned work without prior approval in writing from bbits. Any loss of actual or future business resulting from such negotiations will be charged to the client at a rate of £3000 per day for each man day of lost business or at the value of the lost business whichever is greater. The client is assumed to have Software licenses for all courses we run for the client regardless of the location of the training or hardware used, whether provided by us or the client. Delegates will be responsible for any damage they cause to our data, equipment or premises to the value of resulting losses. Equipment used will normally be IBM PC compatible hardware.

bbits will not take any responsibility whatever for theft or losses to clients belongings left at our premises, or to any damage or loss resulting from attending our premises or our courses/services anywhere in the world. Valuables, computer equipment, personal property, etc, should never be left unattended, even if our instructors/consultants and staff offer to look after these items during breaks, as we have no means of verifying and insuring the items and any losses that may occur.