

## Definitions

"The Company" means **amtri veritas**.

"The Client" means any person(s), firm, company or body contracting with The Company for any training services.

## AV Training Courses

The Company undertakes to provide training services which it believes meet the client's requirements. Qualified personnel will be assigned as appropriate. Unless expressly agreed otherwise, with the client, **amtri veritas** shall be entitled to subcontract an accepted order to third parties. The Client agrees that **amtri veritas** may bring observers on any course where required for training or improvement purposes.

## Booking training

Application for an **amtri veritas** training course is effected by completing and submitting the **amtri veritas** booking form. The booking can be downloaded from the **amtri veritas** website or can be requested from our head office.

## Payment

Payment should be submitted along with your booking form unless otherwise agreed. Confirmation of booking will be sent within 5 working days of receipt of payment.

## Substitutions

A booked delegate may be substituted for another delegate up to 5 working days before the course date. Details of the substitution must be submitted to and confirmed by **amtri veritas**.

## Transfers

Booked delegates may transfer to another date for the same course free of charge provided notification has been received within 15 working days before the scheduled course date. Transfers within the 15 working days will be subject to a £50+VAT administration fee.

## Cancellation

Cancellations received within 15 working days will be subject to full fees.

If the course is oversubscribed or cancelled by the Company due to insufficient numbers, participants will be advised 10 working days in advance. The company will endeavour to provide a suitable replacement booking.

The company reserves the right to alter or cancel dates or venues and the full fee will be refunded in these cases.

## Exclusion of liability

The company reserves the right to cancel a training course, even after the booking has been confirmed. We also reserve the right to change the venue or time. This shall not constitute grounds for compensation.

The company will do the best of its ability to provide correct and accurate course content and materials.

However, due to the changing nature of regulations and standards, the Company has no liability whatsoever for any loss or damage suffered.

The company does not accept responsibility for errors or omissions in the technical information that is provided either verbally or in writing during the training sessions. The company does not accept responsibility for consequential damage or loss.

## Fees

The training fees stated are per delegate and include training and documentation. Fees are exclusive of any taxes. Fees may be subject to alteration and should be confirmed at the time of booking. The fees do not include delegate accommodation or travel.

## Facilities & Safety

Course attendees should observe all safety guidelines issued by the Company on arrival to the training. For courses on site at customer's premises, the safety responsibilities lie with the customer.

## Copyright

It is not allowed to make audio, video or any other form of recording of the training proceedings. Training documents shall not be duplicated, forwarded, utilised or made available to third parties for unauthorised purposes. Any infringement shall entitle the Company to seek compensation.

All course materials are copyright of the Company and may not be reproduced in any form or media without the express written permission of the Company.

The company reserves the right to adjust the content of any course to reflect any new developments.

## Training at Clients sites

Where services are to be provided at a site provided by the Client, the client will avail the Company of the following facilities and materials: a training room, suitable electrical outlets, screen and projector. The client shall ensure that all facilities and equipment comply with applicable health and safety regulations.

The client shall provide all the necessary insurance cover for any risks involved in relation to the supplied services for the company's personnel and/or subcontractors.

## Law

This contract shall be subject to the Law of England and Wales. Each party hereby agrees that jurisdiction for the resolution of any dispute shall be in the Courts of the United Kingdom.