

## Public Event Terms and Conditions

### Booking an Event

Bookings should be made by submitting the booking form at [www.businessanalystsolutions.com](http://www.businessanalystsolutions.com) or, where required by the customer, provision of an official purchase order. BA Training Solutions will confirm all course bookings within 1 working day. Bookings are subject to availability at the time a request is received.

### VAT

All fees quoted are exclusive of Value Added Tax which will be added to the amount shown at the ruling rate.

### Payment Terms (Classroom Courses)

For classroom based courses an invoice will be issued at the time of booking. Payment is due the earlier of 28 days from the date of invoice or three weeks prior to the course start date. Payment is due immediately where the course start date is less than three weeks from the date of booking. Payment may be made by bank transfer, debit or credit card or PayPal.

Attendance may also be granted through the provision of a company purchase order.

Where payment or purchase order is not received within the specified period BA Training Solutions reserves the right to cancel the booking.

### Cancellations and Attendance Deferrals (Classroom Courses)

Any request to cancel a booking or defer attendance to a later course must be made in writing and be received by BA Training Solutions Ltd at least three weeks before the start of the booked course. In this event BA Training Solutions Ltd will refund any course fees received, or allocate any money paid to a later scheduled course. (If booking three or more delegates please see the additional Group Bookings terms below).

Within three weeks of the scheduled course start date cancellations or requests to defer course attendance cannot be accepted and are subject to payment of 100% of the course fee. Course fees will remain payable. No refund will be given. Money paid can not be allocated to a later scheduled course.

Bookings made within three weeks of the course start date are final and cannot be cancelled or deferred.

For BCS Diploma Packages the cancellation or deferral terms apply to each course booked. In the case of cancellation of a Diploma Package a refund will be made of the amount paid, less the full current advertised price of courses already attended or within the cancellation period.

Group Bookings – If three or more places on the same classroom course are booked by the same organisation the first three places will be subject to the cancellation and deferral terms given above. Additional places are subject to a six week cancellation or deferral notice period.

### Payment Terms (Self-Study Modules)

An invoice will be issued upon receiving an enrolment request. Enrolment will be completed on payment of the invoice and a self-study pack will be sent by post. Payment may be made by bank transfer, debit or credit card or PayPal.

Self-study enrolments are non-cancellable and non-transferable. Candidates may however switch from self-study to a classroom based course within 12 months of enrolment should they wish to do so. The amount paid for self-study is off-set against the cost of the classroom based course.

### Completion Terms (Self-Study Modules)

Candidates must take their exam within 12 months of registering for the self-study module. Candidates must register for an exam session prior to attendance. Available dates and times for exam sessions are published on our website. Registrations are subject to availability at the time a request is received.

Replacement self-study packs can be provided at a cost of £40 + VAT (i.e. in the case of loss or damage).

### **Cancellations and Attendance Deferrals (Exam Only Session for Self-Study Modules or Retakes)**

Once an exam session has been booked any request defer attendance to a later exam session must be made in writing and be received by BA Training Solutions Ltd at least 10 working days before the booked exam date. In this event BA Training Solutions will defer attendance at no cost. Within 10 working days of the booked exam date requests to defer can be accepted, but will incur a charge of £40 including VAT. Exam no-shows will be classified as deferrals.

### **BCS Recommended pre-reading**

There is a recommended or mandatory pre-reading list for most BCS accredited courses. BA Training Solutions will provide the reading list to the customer as part of the booking confirmation. Reading text, unless otherwise stated, are not included as part of the course fee. The customer will be responsible for purchasing the recommended texts and ensuring that pre-reading is completed. For BCS exams that are 'open-book' these texts can be referred to during the exam. Some books are available in electronic format, however e-readers and other electronic devices can not be used during exams.

### **BCS Reasonable Adjustments Policy**

BCS, The Chartered Institute for IT recognises that some candidates require alternative arrangements for their examinations. This may be the result of a disability, medical condition or for candidates whose native language is not English. Candidates should familiarise themselves with this policy, it is available on our website at

[http://www.businessanalystsolutions.com/BCS\\_Exam\\_Reasonable\\_Adjustment\\_Policy.html](http://www.businessanalystsolutions.com/BCS_Exam_Reasonable_Adjustment_Policy.html)

Candidates who require assistance or reasonable adjustments must apply no later than two weeks before the examination date.

### **BCS Examination re-takes**

Where a candidate does not meet the required standard to pass a BCS Practitioner level exam they may choose to retake the exam. An exam only fee will apply to all exam retakes. From 1<sup>st</sup> June 2016 this fee is £145 + VAT per exam, payable at the time of booking. Foundation level exams can be retaken, but must be booked with an on-line test provider. The cost will be approximately £145 + VAT, payable to the examination provider.

### **Course Content Changes**

BA Training Solutions Ltd reserves the right to improve the specification and format of its courses for the benefit of its customers without notice to the customer.

### **Event Scheduling Changes**

BA Training Solutions Ltd will use all reasonable endeavours to avoid changes to course dates. BA Training Solutions Ltd does however reserve the right to cancel or reschedule any course where necessary and will advise the customer as soon as this change is known. When this change is unavoidable BA Training Solutions Ltd will refund in full all monies paid by the customer, or at the customer's option apply all monies to a rescheduled or alternative course.

### **Event Location Changes**

BA Training Solutions Ltd will use all reasonable endeavours to avoid changes to the location of the advertised event venue. BA Training Solutions Ltd does however reserve the right to change the location of the course in unavoidable circumstances within a 10 mile radius of the originally scheduled location.

### **Warranty and Liability**

The customer accepts that it is their responsibility to verify that the courses are suitable for the requirements of the delegate attending a particular course and that the delegate has the necessary level of competence to be able to achieve the objectives of the course. BA Training Solutions' liability for loss and damage shall be limited to a claim for damages. The maximum aggregate liability will be the charges for the course out of which the loss or damage has arisen. BA Training Solutions Ltd will not be liable for indirect, special or consequential loss (including loss of anticipated profit or data), howsoever arising, even if it has been advised of such potential loss.

### **Copyright**

The copyright and all other intellectual property rights in all course materials shall remain the sole and exclusive property of BA Training Solutions Ltd. You undertake that you will not copy or permit the photocopying of course materials, nor disclose or permit the disclosure or sell or hire the same to third parties, nor use the same for running your own courses.