

Adelphi Associates—Public Training Courses

Terms & Conditions (to be interpreted under English Law)

Satisfaction Guarantee

We want to hear from you if the course does not meet your reasonable expectations based on the Adelphi Associates web site and marketing literature. If you remain unhappy with our service you can receive a full refund provided we hear from you within 7 days of the completion of the course.

Invoicing

(i) Standard Price

Our invoice is due for payment no later than 30 days following the invoice date. Where payment is not received on time, Adelphi Associates reserves the right to cancel the booking without obligation.

(ii) Immediate Payment Price

Payment should normally accompany the signed booking form. Alternatively, we will contact you for credit card details. Once payment has been received, we will issue a receipt.

Your place on the course is guaranteed only after we have received full payment.

Cancellations

Cancellations must be received in writing or by email 28 or more days before the start of the course - in which event no fee would be payable. Cancellations received less than 28 days before the course start date will result in a cancellation fee as follows: Written or email notice received 22-28 days before course date – 25% fee, notice received 15-21 days before course date – 50% fee, notice received 1-14 days before course date – 100% fee, Substitutions may be made provided the participants meet any pre-requisite conditions for the course concerned.

Transferring Courses

A delegate may transfer to a later course at no additional cost, provided written or email notification is received 15 or more working days before the start date of the original course. If the delegate then cancels or does not attend the course on the agreed date, the full course fee remains payable.

Changes to Courses

Adelphi Associates reserves the right to improve the specification and format of its courses for the benefit of its customers without prior notice to the customer. Adelphi Associates reserves the right to change the location of the course in exceptional circumstances and will advise the customer immediately should this change be necessary.

Adelphi Associates reserves the right to cancel or reschedule any course in exceptional circumstances and will advise the customer immediately should any such change be necessary and in these circumstances the customer will be offered the option of a full refund.

Adelphi Associates will use all reasonable endeavours to avoid changes of this nature.

Copyright

The copyright and all other intellectual property rights in all course materials shall remain the sole and exclusive property of Adelphi Associates or, in the case of a course developed by a partner of Adelphi Associates, the partner organisation. The customer undertakes that they will not copy or permit the photocopying of course materials, nor disclose or permit the disclosure or sale or hire of the same to third parties, nor use the same for running independent courses.

Warranty and Liability

The customer accepts that it is their responsibility to certify 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. Adelphi Associates will be limited to damages to the amount of related course fees paid. In no event can we accept any liability for consequential loss, loss of data or economic loss.