

Public Education – Booking Terms and Conditions

1. Prices

As current at the time of booking. VAT will be added at the prevailing rate. Prices include courseware, refreshments and lunch. Please notify us of any special dietary requirements.

2. Provisional Booking

We will reserve your booking for up to 5 working days. We will send you a Booking Form. Places will be allocated on a first come first served basis.

3. Confirmation

Confirmation will be made once a completed booking form and authorised purchase order has been received.

4. Joining Instructions

Once we have received your confirmation we will post or fax joining instructions to the delegate, this will include confirmation of the booking, directions to Acuma facilities and hotel information.

If you have not received joining instructions at least 5 days prior to the course start date we suggest you call us. We recommend that delegates do not make any travel or hotel arrangements without receiving joining instructions

5. Pre-requisites

Delegates must comply with the required course pre-requisites as non-conformance could impact the learning for others and in extreme cases may result in being asked to leave the course.

6. Course Contents

The course delivered will as be described in the relevant course overview. Attendees for BusinessObjects WebIntelligence Reporting courses should note that these are taught primarily on the Java Report Panel interface, the alternative interfaces typically only featuring in overview.

7. Cancellation Fees

A course booking is deemed to be definite once written confirmation is received from the customer. Cancellation of a confirmed booking will incur fees according to the following scale:

Notice		Fee
More than 2 weeks	(11 working days or more)	No fee
1 to 2 weeks	(6 to 10 working days)	50% course fee
Less than 1 week	(5 working days or less)	100% course fee

Cancellations must be made in writing (fax is acceptable). The cancellation fee is also applicable where confirmation has been received for the provision of on-site or private training courses.

8. Transfers and Substitutions

Substitutions can be made at any time with no additional fee, with the condition that Acuma Education Services are informed, subject to the new delegate meeting the relevant prerequisites.

A cancellation fee refers to a specific course date and therefore a transfer to a later course date counts as a cancellation.

9. Failure to Attend

The customer agrees to pay the full course fee for each delegate who, for any reason, fails to attend or withdraws during a course without providing written notice of cancellation.

10. Rescheduling

Where a course is under subscribed, or for any reason, becomes impractical to run, Acuma reserves the right to cancel. Acuma will inform the customer of the cancellation not less than 5 working days prior to the scheduled start of the course. If, where notice has not been given, Acuma is unable to start or complete a course due to illness or any other reason beyond the company's reasonable control, Acuma will endeavour to remedy such a situation within a reasonable time but will not be liable to do so. Acuma's only liability, in such an event, will be to return any fees paid.

11. Payment

Payment is due prior to the course date.

12. Travel and Hotel Bookings

These are the responsibility of the customer. We will provide details of a hotel booking service with your course confirmation papers. Acuma cannot be held responsible for the standard of any hotel used.

"We guarantee that individuals will learn all of the skills outlined in course curriculums. We guarantee that training will be taught by qualified personnel in a professional manner. If you are not satisfied that skills are learned as outlined at the beginning of any course, write to us within 30 days. We will arrange another course, provide alternate training or issue a full refund."