

TCC LTD

TERMS & CONDITIONS

Provisional Bookings

Provisional Bookings can be made by telephone on +44 (0)1477 500 011. Provisional bookings must be confirmed within 7 days¹ and at least 14 days prior to the event² date for the booking to be retained.

Confirmed Bookings

Confirmed Bookings can be made online on the TCC website, by telephone, email or post. TCC will acknowledge receipt of your booking and confirm all details and how payment is to be made. Your options are payment by:

- bank transfer;
- credit or debit card by calling +44 (0)1477 500 011, or online at the time of booking;
- cheque made payable to TCC Ltd and posted to TCC, Orchard House, Dingle Lane, Sandbach, Cheshire, CW11 1FY. If a cheque is posted, it should arrive within 7 days of the booking being made, or the place may be reallocated.

Joining Instructions

Joining Instructions are sent out approximately 14 days before the event date provided that payment has been made. For in-house events, joining instructions are the responsibility of the customer. Any travel or accommodation booked before receipt of joining instructions should be on a flexible (fully refundable) basis, in case of any event changes (see section below).

Event Fees

Event Fees are quoted exclusive of VAT which should be added, at the prevailing rate, to the quoted figure.

Payment Terms

Payment is due 14 days from date of invoice. Where the booking is made within 28 days of the event date, payment is due immediately.

Event Changes

The location and date of the event will be notified to the customer at the time of booking. However TCC reserves the right to change the location of the event and will notify the customer as soon as such a change is known.

Similarly TCC reserves the right to cancel or reschedule events. All such event changes will be avoided if at all possible. In these circumstances TCC will refund, in full, all monies paid by the customer for event fees in respect of the cancelled/rescheduled events or alternatively apply such payments to alternative events.

With regard to training events, course content will be as advised at the time of booking although TCC reserves the right to make such improvements that it feels appropriate to the course so that our customers benefit fully from the training. Such changes will not be advised to the customer.

In-House Event Venues

The location and date of in-house events will be agreed with the customer at the time of booking. The customer will be advised of the venue requirements and agrees to provide a suitable venue.

Cancellations and Transfers

If the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 apply, you shall have the right to cancel a booking without any liability within 14 working days of your order, provided that, Services have not commenced and are not due to commence in this period. Services commence on dispatch of joining instructions.

Cancellations and Transfers can also be accepted without liability if made in writing (by post or email) and received at least 28 days before the event date.

If notification of a cancellation or transfer is received between 14 and 28 days before the event date, 50% of the event fee is chargeable for cancellations and 25% for transfers.

If such notification is received less than 14 days before the event date then the full fees are chargeable for cancellations and 50% for transfers.

A supplementary fee invoice will be issued for cancellation and/or transfer fees and payment is due within 14 days of that invoice.

Substitutions

The customer may substitute one delegate for another without penalty up to the event date. The customer must verify the suitability of the substitute delegate to the event.

Warranty and Liability

It is the customer's responsibility to verify that delegates have the necessary level of competence to be able to achieve the event objectives. The customer must also be responsible for confirming that the event is suitable for the delegate.

TCC's liability for loss and damage shall be limited to a claim for damages which will amount to a maximum of the charges for the event out of which the loss or damage has arisen. TCC will not be liable for indirect losses, consequential losses or loss of anticipated profit or data, however such losses arise.

Copyright of Materials

The Copyright of all course materials remains the sole and exclusive property of TCC. The customer undertakes that it will not copy or permit photocopying of materials, nor disclose or permit the disclosure or, sell or hire the same to third parties nor use the same for running the customer's own events.

No person may use any equipment for recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to the event for any commercial purpose whatsoever.

Consent to Photography/Filming

Delegates consent to photography, filming and sound recording of the course where deemed necessary by TCC, for quality control and promotional purposes. The purchaser consents to the use of such media in any broadcast in any territory in the world.

¹ Days refers to calendar days, unless otherwise specified as working days.

² Event(s) refers to a training course or examination session.

TCC Training & Consultancy

Orchard House, Dingle Lane
Sandbach, Cheshire, CW11 1FY, UK

Tel: +44 (0)1477 500 011

Email: contact@tcc-net.com • **Website:** www.tcc-net.com