

Optical Technology Training Ltd: Terms and Conditions (also available on www.ott.co.uk)

Public course bookings

Bookings for scheduled public courses can be made online, or by fax or post either using our booking form or a Purchase Order from your organisation, or by email quoting your full contact information to sales@ott.co.uk. Telephone reservations must be confirmed by one of these methods please.

Public course cancellations and refunds

We operate a sliding scale of charges for cancellations depending on how much notice you give us as that affects the likelihood of us being able to re-fill your place. Cancellations can be notified by phone but must also be confirmed in writing please (email/fax/post).

If a confirmed booking is cancelled with more than 10 working days notice but less than a month notice, prior to the booked event, then we reserve the right to charge an administration fee of £75+vat. Substitutions of delegates do not incur any charge at all unless registration for the City & Guilds award has been made.*

If a confirmed booking is cancelled more than 2 but less than 10 working days prior to the booked event then 50% of the fee will remain payable. If a confirmed booking on a public course is cancelled or transferred less than 2 working days prior to the booked event, or no cancellation is received at all and you do not turn up, then 100% of the fee will remain payable. *If you book a City and Guilds 3666 with us and have been pre-registered for the award by us (as happens when the course is not run at Skipton) then you will still be charged £40 to cover the City & Guilds award registration fee & admin.

Where you have paid for your course in advance then the relevant amount, according to the above terms, will be refunded to you. If you are a company and have been invoiced against a purchase order then a credit note will be issued.

If you think you may have a need to cancel the best thing to do is keep us informed so we can try and minimize the impact on your finances and ours. Please don't book and then just not turn up, it's unfair to everyone - we may have had to turn away other delegates who wanted your place.

Public course reservations

Places may be reserved and will be entered on our intranet planning system awaiting formal confirmation. Reservations can be made by phone, fax, post or email to sales@ott.co.uk. Any provisional reservation which is not confirmed in writing within 10 working days may be released.

Again the key is communication: if we know the reason you can't confirm yet then we will try and hold the place until you can do, so when you reserve your place please let us know how soon you think you will be able to confirm and make sure we have your full contact information so we can contact you easily if we may not be able to hold your place.

Company Course Bookings

If you are booking a company course then we will work with you to arrange a suitable time slot and location. Bookings for company courses can be made by fax or post either using our booking form or a Purchase Order from your organisation, or by email quoting your full contact information and invoicing information to sales@ott.co.uk. Telephone reservations must be confirmed by one of these methods please.

Company Course Cancellations and Refunds

We operate a sliding scale of charges for cancellations depending on how much notice you give us as that affects the likelihood of us being able to re-fill your time-slot. Cancellations can be notified by phone but must also be confirmed in writing please (post/fax/email).

Cancellations of UK company course bookings with more than one month's notice prior to the start date of the course will not normally incur any charge.*

If a confirmed booking is cancelled with more than 15 working days notice but less than a month notice, prior to the booked event, then we reserve the right to charge an administration fee of £75+vat. Where a confirmed overseas course or service is cancelled OTT will also charge the customer any travel/booking costs already incurred.

If a confirmed booking is cancelled more than 5 but less than 15 working days prior to the booked event then 50% of the fee will remain payable. If a confirmed booking for a company course slot is cancelled less than 5 working days prior to the booked event then 100% of the fee will remain payable. *If you have booked a City and Guilds 3666 with us and your delegates have been pre-registered for the award by us (as happens when the course is not run at Skipton) then you will still be charged a fee of £40 per delegate to cover the City & Guilds award registration (unless the course is only postponed).

Please note that no part refunds can be made on company courses where all the expected delegates are unable to attend. Where a course is to be postponed OTT will work with the customer on an individual case basis to agree fair and reasonable terms.

Where a course has been paid for in advance then the relevant amount, according to the above terms, will be refunded to your organisation. If you have been invoiced against a purchase order then a credit note will be issued.

Company Course Reservations

Time slots and locations for company courses may be reserved and will be entered on our intranet planning system awaiting formal written confirmation. Reservations can be made by phone, fax, post or email to sales@ott.co.uk. Any provisional reservation which is not confirmed in writing within 15 working days of reservation (or 15 working days prior to the date reserved) may be released. The key is communication: when you reserve your slot please let us know how soon you think you will be able to confirm. If you stay in contact about the status of your confirmation/PO we will try and hold the date until you can officially confirm. Do make sure we have your full contact information so we can contact you easily if there is an issue with the time slot reserved for you.

OTT Cancellations and Compensation policy

OTT reserves the right to cancel any course if necessary due to unforeseen circumstances, in which case all monies paid will be refunded/invoices credited or courses rearranged by mutual agreement with the customer.

OTT accepts no financial liability, beyond the price paid for the course, for compensation to the customer as a result of course cancellations by OTT or problems arising such as equipment or power failures etc. OTT's financial liability is strictly limited to the cost of the course as paid for by the customer and OTT accepts no liability for any additional expenses which may have been incurred. However every effort will be made to resolve any such situation fairly and constructively with the customer on an individual case basis. At the choice of the customer, either the course dates will be rescheduled by mutual agreement or any payments already made by the customer will be refunded in full.

Continued on next page...

Optical Technology Training Ltd: Terms and Conditions continued (also on www.ott.co.uk)

Prices

Current prices are valid until 31st March 2010. Prices are quoted excluding UK vat (17.5%). All courses are quoted as non-residential. On all public courses the price for the course includes lunch & refreshments, but not accommodation. Refreshments & lunch are not provided by OTT for courses held on customers' own premises. *A London weighting of £100+vat per day is charged on company on-site courses run within the M25. There is no other additional charge for travelling expenses or trainees' accommodation for on-site company courses in mainland UK unless agreed in advance. Company courses are quoted for up to 6 delegates which is the maximum for all practical courses. Certain other courses may take up to 8 delegates at an additional cost. From time to time special offers are available & are publicised on our website. Our published list prices will be charged unless otherwise agreed for a specific order by written quotation by email/fax/post. Written quotations are assumed to be valid for 30 days from the date of the quotation.

Payments

Payments can be made by cheque, bacs or credit card. Cheques should be made payable to Optical Technology Training Ltd. Payment for all courses is due by the date of the course unless otherwise agreed by written quotation terms or by the terms stated on your invoice. OTT reserves the right to charge interest on late payments.

Training Vouchers

When required, at the request of a customer, a training voucher can be issued to enable an order to be placed covering more than one course but allowing for flexibility of course dates. A formal purchase order is required for this. The training voucher will normally be for a specified course or courses and state a specified location or location options. The voucher will state the duration which it is valid for. Durations are by agreement up to a maximum of one year from the date of issue. It is assumed that the intended venue will be the venue as agreed/advertised at the date of issue of the voucher. However should any issues arise within the period of validity of the voucher, OTT reserves the right to change the venue to another reasonable location by agreement with the customer. Invoicing and payment terms will be agreed with the customer. An alternative option, depending on the customer's normal operating systems, is a 'blanket' purchase order with drawdown.

Copyright

All written materials and visual aids used on the courses are copyright of Optical Technology Training Ltd and may not be reproduced in full or in part without the prior written consent of OTT. It is company policy not to provide electronic copies of any of our materials. Our courses are designed to offer you an important mix of an expert trainer, question and answer and practical sessions and supporting materials. Please do not photocopy/use our materials to train your colleagues after your course. You would be breaking our copyright and your colleagues would gain far more from attending one of our courses themselves.

Liability

Technical information contained in our training manuals is provided for training purposes only. Although every effort is made to ensure that this information is accurate, reliable and represents current versions of the relevant standards at the time of publication/presentation of the training, OTT does not accept responsibility or liability for consequences resulting from the use of the information. When carrying out commercial activities, delegates are reminded that they should supplement the information gained on their course with reference to the current standards documents and other relevant documentation referred to. Links to relevant standards bodies and information on obtaining relevant standards is provided where relevant in your manual. Information in training manuals is subject to change without notice to previous trainees. Reference to any specific commercial product, process or service by a manufacturer or trade name does not constitute or imply endorsement or recommendation by Optical Technology Training Ltd.

Customer responsibility

You are responsible for yourself/your attendees whilst you are attending a course with OTT and we request that you act with due care for yourself and those around you. Please follow all safety and operation instructions given to you by an OTT trainer as they will be given for good reasons. Our courses aim to be informal, friendly and fun and you may be required to work in a team with other delegates. We cannot accept liability for any consequences, loss or damage arising from any unsuitable behaviour, acts or omissions on a course. OTT can accept no liability for personal effects, motor vehicles or other items brought onto OTT premises, or any other premises used by OTT for training, by you or your attendees.