



Terms & Conditions



Our standard terms and conditions are detailed below. But before we get into the 'just in case details' here's how we usually like it to work:

How it should work

You contact us to say you're interested in a course. We discuss what is right for you and when it is available. If you think you want to go ahead we hold a place/date provisionally for you whilst you check any details you need to like availability of people and budgets. We'll hold the reservation for as long as we can if we know you are actively in the process of confirming. You let us know if you don't want to proceed. If you do, then you arrange a purchase order or formal confirmation by email/fax. We confirm and keep you informed of anything relevant to do with your booking with us. You 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. If you need to (or even think you may need to) cancel or postpone your course you give us as much warning as possible so we can try and resell your place/timeslot and transfer you to a new date if required.

Course bookings

You can book a course with us online, or by email or fax, or by using a Purchase Order from your organisation. Please provide your full contact information. If you are booking a company course then we will work with you to arrange a suitable date.

Course cancellations

Cancellations can be notified by phone but must also be confirmed by email/fax please. We may apply penalties for course cancellations with little or no notice, or no communication with us. We do know however that life can throw things in the way of the best laid plans so penalties are generally a last resort used when we consider we have been treated less than fairly.

If a confirmed course booking is cancelled less than 5 working days prior to the booked event, or you do not cancel and do not turn up, then 100% of the fee may remain payable. 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 may remain payable. 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 confirmed overseas course or service is cancelled OTT will also charge the customer any travel/booking costs already incurred.

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.

Please note that no part refunds can be made on company courses where all the expected delegates are unable to attend.



Substitutions of delegates do not incur any charge unless registration for the City & Guilds award has been made.

Cancellations of City & Guilds courses

If you have booked a City and Guilds 3667 Level 2 with us and we have pre-registered your delegates for the award, (this usually happens about 2 weeks prior to the course) then if you cancel you will be charged £40 per delegate to cover the City & Guilds award registration fee & admin. This is not charged on a postponement and may be deducted off a later re-booking of the course for the same delegates.

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.

Prices

Current prices are valid until 31st December 2010. Prices are quoted excluding UK vat. 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.

Company courses are normally quoted for up to 6 delegates which is our preferred maximum for practical courses. Other courses may take up to 8 delegates at an additional cost.

Payments

Payments can be made by cheque, bacs or credit card. There is a 2% surcharge for credit card payments for company courses. 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. City & Guilds certificates are not issued until payment has been received.



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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 and other intellectual property rights in, or relating to, any course materials provided or made available in connection with our courses remain the sole property of Optical Technology Training Limited. No part of any course materials may be reproduced in full or in part, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, or translated into any language, without the prior written permission of Technology Training Limited. It is company policy not to provide electronic copies of any of our materials, although resource CDs are provided on some courses.

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 or on your resource CD. Information in training manuals is subject to change without notice to previous trainees.



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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 any premises used by OTT for training, by you or your attendees.

Changes & variations

These terms and conditions are subject to change without notice. Optical Technology Training Limited's acceptance of a purchase order or contract containing different terms and conditions does not modify or supersede these, our own, terms and conditions. This agreement shall be governed by and interpreted in accordance with English Law.

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