

IGC TERMS AND CONDITION FOR CLIENTS

1. ENTERING INTO A CONTRACT FOR AND PAYMENT OF SERVICES

1.1 Bookings for Training Courses

You will be deemed to have entered into a contract with IGC on receipt of a formal request to make a booking on any of the training courses that are delivered. A Purchase Order is to be sent to and received by IGC no later than four weeks prior to the scheduled start date of the relevant course(s) and IGC has confirmed that the Purchase Order has been received and is valid. The Purchase Order must specify the scheduled course(s), the number of participants, and the fee for each participant which must correspond with the relevant fees quoted by IGC. IGC reserves the right to reject Purchase Orders if the details are not complete, correct or if they are received after the specified deadline of four weeks prior to the scheduled start date of the relevant course(s).

A minimum and maximum number of delegates applies to each scheduled training course. Delegate places are allocated for each course on a first-come-first-served basis, subject to the timing of receipt of valid Purchase Orders. Should valid Purchase Orders for the minimum number of delegates not be received by the booking deadline of four weeks prior to the scheduled start date, the course will be postponed. IGC will contact you to offer alternative dates, according to its annual training schedule. Should the maximum number of delegates be exceeded for a course, any clients affected will be notified immediately. Such delegates will be placed on a waiting list in case of cancellations or withdrawals due to non-payment of fees. Any delegates who cannot be accommodated on the scheduled course will be offered alternative dates, in accordance with IGC's annual training schedule.

1.2 Invoicing and Payment

Should valid Purchase Orders for the minimum number of delegates be received by the booking deadline of four weeks prior to the start date of the course and subject to the availability of places on a first-come-first-served basis, IGC will notify clients and invoice them accordingly. Payment in full against the invoice must be made no later than two weeks prior to the scheduled start date of the course. IGC reserves the right not to admit delegates for whom payment in full has not been received and to offer their places to delegates on the waiting list. If a delegate's place is foregone through non-payment by the deadline, they will be offered alternative dates, according to IGC's annual training schedule.

2. PRICING OF TRAINING COURSES

All fees are excluding VAT and are reviewed periodically, with the next review on 01/04/2021.

3. CANCELLATION POLICY

Short-notice cancellations can mean that those places cannot be taken up by other students and are therefore wasted. In cases where a booked delegate is not able to attend a scheduled course, IGC should be notified as soon as possible.

Where a delegate booking is cancelled within 14 days of the start date of a scheduled course and it is neither possible (a) for the client to provide an alternative candidate which meets the pre-requisite requirements or (b) IGC to fill the place from the waiting list, the full tuition component of the total course fee will be foregone. IGC will credit the client for the non-tuition component of the course fee and deduct this against the price of future bookings.

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Where proof of illness or other personal emergency is provided, IGC may at its sole discretion make an exception and credit the client for part of the tuition component of the course fee for use against future bookings.

No refunds will be made against payment of cancelled delegate bookings under any circumstances. Any credits due will be set against the price of future bookings.

4. SUBSTITUTION

Delegates may be substituted on a course at no additional charge. It is the responsibility of the client arranging the substitution to ensure that the substitute candidate meets any prerequisites for the course and for ensuring that all course documentation is passed to the new participant.

Where pre-course reading and pre-entry tests (para 5 refers) are required, substitution must be made at least 10 working days prior to course commencement. Failure to do this will be treated as a cancellation (para 3 refers).

5. PREREQUISITES

Individuals attending IGC courses may be required to complete pre-course reading. In certain cases, a pre-entry knowledge test may be required to ensure that individuals are at the required academic standard to complete the course. Delegates will be notified by IGC if this applies to them. All independent students¹ **MUST** obtain a Disclosure and Barring Service certificate (<https://www.gov.uk/request-copy-criminal-record>) and forward an electronic copy of the certificate to admin@igcuk.com no less than 2 weeks prior to the commencement of the course and show the original version to the course directing staff on the day the course commences. Please note you will not be able to commence the course unless you are in possession of this certificate and will be asked to leave and you will waive any right to reimbursement of any part of the course fee.

6. CONTACT

If you want to request information about our privacy policy or wish to lodge a complaint you can contact us by:

Post: IGC, Fareham Innovation Centre, Merlin House, 4 Meteor Way, Fareham, Lee on the Solent, PO14 9FU

Email: training@igcuk.com

Tel: 03302 232 014 (Option 1).

IGC is registered with the Information Commissioner's Office under registration reference: ZA218928

7. CHANGES TO THE POLICY

This policy was last updated on 19 Mar 20.

¹ Those persons who are not sponsored by UK Home Office Police or other UK Government Agency or equivalent International Police or Government Agency where security clearances and criminal records checks exist.