

InTuition PAT Testing Training - Terms & Conditions

1. Agreement to Terms and Conditions

1.1. By booking a course with InTuition you confirm that you agree to the following terms and conditions.

2. Cancellation of Bookings

2.1. We will always endeavour to be as fair and reasonable as possible if you have to move your course date due to unforeseen circumstances. However, as our courses are fully booked weeks or even months in advance and candidates often have to wait for availability, at our discretion we may apply the charges given below.

2.2. Where bookings are cancelled more than 4 weeks before the course date a full refund will be given.

2.3. If the request to cancel is received between 2 and 4 weeks before the course date then a 10% administration fee will be applied.

2.4. For cancellations received between 1 and 2 weeks before the start date a 50% cancellation fee is payable.

2.5. For cancellations received less than 1 week before the start date, the full fee is payable.

2.6. If a transfer of date is required to a later date then, at our discretion, this may be accepted without any extra charge.

2.7. Substitutions will be accepted at any time without extra charge. If you can arrange to swap places, or dates, with another candidate, then provided we are notified of the change in advance, we will not apply any further charges.

2.8. Please notify us of any course cancellations by email. This is the fastest option and both parties will have a record of the cancellation. We will acknowledge your cancellation by email, together with notification of any charges applied or refunds due.

2.9. Should a candidate fail to attend on the day of the course then the full course fees will apply: no refund will be given.

2.10. InTuition reserves the right to cancel any course or venue, due to exceptional circumstances or if there are insufficient candidate numbers. In this case, the full fee will be returned unless a mutually convenient transfer of date or venue can be arranged. We shall not be liable for any extra costs incurred as a result of such a cancellation.

2.11. Any refunds due, in any situation, will be made as soon as possible after notification of cancellation.

3. Company Course Cancellations

3.1. Company Course cancellations for courses to be carried out at your site are subject to the same terms as those given above.

3.2. No part refunds can be made on Company Courses where pre-booked candidates fail to attend.

4. Change of Venue

4.1. Sometimes we need to change our venue to a nearby location for reasons out of our control. You will be notified of the new venue as soon as the information is known. It will always be reasonably close to the original venue.

5. Our Liabilities to You

5.1. InTuition will not accept financial liability, beyond the actual price paid for the course, for compensation to the customer as a result of course cancellations by InTuition, or problems arising such as computer or equipment failures, power failures or any other issues affecting part or all of the delivery of the courses.

5.2. InTuition's financial liabilities are strictly limited to the specific actual cost of the course as paid for by the course candidates. Please note that no liability for any additional expenses, which may have been incurred by the course candidates, will be accepted.

6. Candidates Responsibilities

6.1. Candidates are responsible for their own and their fellow candidate's safety and well being, whilst attending a training course with InTuition. At all times, candidates must follow the safety and operational instructions given by the InTuition Instructor. These instructions are given for the candidate's safety and the safety of others. If any candidate refuses to carry out any such instruction, this may result in their removal from the course, forthwith and without any financial liability to InTuition.

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7. Control of Information

7.1. Any personal information supplied to us is controlled by InTuition.

8. What Information do we collect and how do we use it?

8.1. Information submitted is used by InTuition only. Information from form submissions is used only for its intended purpose. All information is collected lawfully and in accordance with the Data Protection Act 1998.

9. Will InTuition disclose my information to other parties?

9.1. InTuition does not sell, trade, or rent your personal information to others. We may employ other companies and individuals to perform functions on our behalf. As an example, we use Paypal to process credit card payments. Such companies and individuals will have access to personal information needed to perform these functions, but may not use it for any other purposes and are required to process the data in accordance with the UK's Data Protection legislation.

10. Your Consent

10.1. By placing an order with InTuition you consent to the collection and use of this information by InTuition.

11. Course Materials

11.1. Reference in our course notes or study material to any specific commercial products, processes, or service, by a manufacturer, or trade name, does not constitute or imply endorsement or recommendation by InTuition.

11.2. The Technical Information provided in our training manuals is for the purposes of training, whilst you are in attendance on your chosen course. We do our utmost to ensure that all the information presented on the course is technically accurate, reliable, and represents current versions of the relevant standards at the time of training. InTuition expressly does not accept responsibility or liability for consequences resulting from the use or misuse of the presented information, after the training course. All delegates are reminded that when carrying out PAT Testing, they should supplement the information gained on the course with reference to the current regulatory standards documents and other relevant documentation referred to on the course.

12. Changes to Course Content

12.1. InTuition reserves the right to change the course content, without prior notice, to accommodate changes in legislation, best practices etc.

13. Copyright

13.1. InTuition reserves proprietary rights on all course notes and study material provided for candidates and no part of the course notes or study material may be reproduced or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, or stored in any retrieval system of any nature without the written permission of InTuition.

14. Equal Opportunities Policy

14.1. InTuition operates an equal opportunities policy - if any candidate is disruptive, or is abusive, or proffers religious or racial abuse to others on any course, InTuition will ask them to leave the course; once again forthwith and without any financial liability to InTuition.

15. Liability for property

15.1. InTuition does not accept responsibility or liability in respect of loss or damage to any personal effects, property, or motor cars brought to any premises used by InTuition for a course. The candidate or candidate's company should arrange appropriate insurance.

16. Force Majeure

16.1. InTuition will not be liable for non-performance of our obligation caused by, or resulting from, industrial disputes or any other circumstances beyond our reasonable control such as an Act of God, riots, civil commotion, flood, fire and legislation.

17. Complaints

17.1. Any complaints should be emailed directly to InTuition. We will endeavour to deal with your complaint within five working days of receipt.