



TERMS AND CONDITIONS

GENERAL

Standard Courses – The Course Details illustrate the topics covered at different levels provided by ST360°. Customers are given the option to complete a Training Needs Analysis to ensure delegates are suitable for the training course that they are attending.

Bespoke Courses - ST360° offer a tailored course and a Training Needs Analysis to ensure course contents are relevant to application usage, and to group delegates with similar needs and abilities.

Solutions and Consultancy based services are subject to separate terms and conditions drawn up as agreed between ST360° and the customer.

VENUE

Offsite Training - tea, coffee and biscuits as well as a selection of soft drinks are available throughout the day. Lunch can be provided on request. All training rooms are equipped as required.

Onsite Training - Customers are responsible for ensuring the equipment and software suitable for the conduct of the course is supplied in accordance with the course requirements.

BOOKING CONDITIONS AND INFORMATION

Courses can be provisionally booked over the phone; however bookings will remain provisional until confirmed by return of a completed booking form. This must be made in writing within five working days of the provisional booking, with names of attendees included.

Failure to return the completed booking form within the stated period may lead to the reservation being offered to alternative attendees.

Once a booking has been received by us, cancellation terms apply.

TERMS OF PAYMENT

Payment of the full course fee is required at the time of booking or 30 working days before the course start date, whichever comes first.

The course fee covers training, course materials, certificate of attendance, and light refreshments during the day.

For consultancy based services, payment is required 5 working days in advance or as otherwise agreed.

CANCELLATION TERMS

The Client may cancel the course booking by notifying ST360° in writing. The Client shall also be deemed to have cancelled the course booking if the delegate does not attend the event.

ST360° SKILLS TRAINING

Please call our training consultant – Mobile: 0774 8597 959
or e-mail: enquiries@st360degrees.co.uk



TERMS AND CONDITIONS *continued*

The Client shall be liable to pay a cancellation fee as follows:

STANDARD COURSE:

Number of Days Notice Proportion of Course Fee

0 – 15 Working Days 100%

16 – 25 Working Days 50%

BESPOKE COURSES:

Number of Days Notice Proportion of Course Fee

0 – 25 Working Days 100%

Substitution – The client may substitute a delegate on a course at no extra charge.

Rescheduling – A fee of 50% on the price is applicable on all courses rescheduled, if the request is received within 25 working days of the course start date.

DATA PROTECTION AND CONFIDENTIALITY

The policy of ST360° with respect to data protection is detailed in its Privacy Policy which should be read in conjunction with these terms and conditions of contract.

LIABILITY

ST360° shall not be in breach of this contract if there is total or partial failure of performance by it of its duties and obligations under this contract caused by any act of God, fire, act of government, war, civil commotion, insurrection, prevention from or hindrance obtaining power supply, sickness or other cause beyond its reasonable control.

If ST360° is unable to perform its duties and obligations under this contract as a direct result of one or more such causes, ST360° shall give written notice to the Client and ST360° shall be relieved of its obligations and liabilities under such contract for as long as such fulfilment is prevented.

ST360° liability in respect of any breach or non-performance of any contract shall be limited to the refund of the invoice value to which the claim relates.

CHANGES TO THESE TERMS

We reserve the right at any time without notice to revise these conditions. Any changes to these conditions will be notified to you in a manner determined by us and be posted on our site and by continuing to use our site following any such notifications you will signify that you agree to be bound by the revised terms and conditions of use.