

## Terms & Conditions

### Genuine Ltd Computer Learning Centers Standard Terms and Conditions

#### **Booking & Payment:**

1. No bookings can be confirmed until the training contract has been duly signed and received by Genuine Ltd.
2. All Invoices are payable within 14 days after the signature date on the Order, or 14 days prior to the start of the course, whichever occurs first, or by the payment date stated on the order.
3. When booking and confirming a Closed Class, Room Rental, or Client Site the names of all attendees must be received by Genuine Ltd 24 Hours before the start of the class. Failure to do so will result in the course being cancelled and no refund being issued.
4. Attendance on a course will be refused if full payment has not been received prior to the start of the course.
5. Goods for purchase will be dispatched/ made available only after payment in full has been received.
6. In breach of these conditions, interest will be charged from the due date of the invoice to the date of payment, at the rate of 2.5% per annum. And will be compounded monthly.

#### **Cancellation:**

7. All notifications from the customer must be received in writing.
8. The designated periods for cancellation is dependent on the type of course or service as follows:
  - a) Scheduled Course: Up to 14 days prior to the start of the course.
  - b) Room Rentals/Closed Classes/Client Site Courses: Within 30 days after the signature date on the Order, or up to 30 days prior to the start of the course or service, whichever occurs first. Where a group of such courses have been booked, 30 days prior to the start of the course or service shall mean the start of the first course of the group of courses, and not the individual start dates of courses within the group.
9. In the event of a cancellation by the customer, the following refunds will apply:
  - a) Where a customer cancels a class giving the minimum requested notice prior to the start of a scheduled class: 50% refund (The class can be rescheduled at this stage at no extra cost).
  - b) Where a customer cancels a class giving less than the minimum requested notice prior to the start of a scheduled class: 0% refund.
10. In the event of a cancellation, by the customer, within the designated period, where payment has not been received, the amount outstanding as per the above terms and conditions will be due by the customer.
11. In the event of a cancellation by a Voucher Holder outside the designated period, the Training Voucher(s) will be voided. The voided vouchers must be returned to Genuine Ltd before taking any other class.
12. In the event of a cancellation of a Mentored Learning session, outside the designated period a £45.00 cancellation fee will be charged. The £45.00 fee must be paid before attending any further sessions.

### **Transfer:**

13. Notification of any transfer must be made in writing and received by Genuine Ltd within the designated period.
14. In the event of a customer transferring a booking within the designated period, the following charges will apply:
  - a) The first transfer will be made free of charge.
  - b) The second transfer will be charged at £50.00, which must be paid prior to attendance.
  - c) Subsequent transfers will be treated as cancellation and the full course fee will remain payable.
  - d) Transfers made outside the designated period will be treated as cancellations.

### **Technical Packages i.e. MCSE**

15. Technical Packages i.e. MCSE 's are valid for 24 months. The period of validity will start on the day of the first class or one month from the date of invoice, whichever occurs first.
16. Technical Packages i.e. MCSE cannot be cancelled after the date of acceptance on the contract, and are non-transferable

### **Voucher Schemes**

17. Each Voucher is valid for one complete half-day course, a one-day course, or two evening training sessions.
  - (a) Training vouchers are valid only for Genuine Ltd classes and are not valid for Partner events such as Certified Ethical Hacking, RFID+, ITIL or PRINCE 2 unless stated otherwise on the training contract are not valid for Business Skills classes.
18. Courses are offered on a first come first served basis, and seating is limited, therefore customers are urged to register for courses as soon as possible.

### **General**

19. All delegates must arrive at Genuine Ltd 30 minutes prior to the class start time to allow for registration. If delegates are more than 15 minutes late for the start of the class, their place may be reallocated. Any anticipated lateness should be notified via the Genuine Ltd Enrolment Hotline. Delegates more than 30 minutes late will not be admitted to the class.
20. All delegates must report to reception to be registered, on each day of training (this also includes multiple days of training).
21. Genuine Ltd reserves the right to cancel or reschedule any courses.
22. All prices quoted are exclusive of VAT.
23. Any delegate, who has attended a course, can repeat the same course within six months from the date of the course, at no additional charge, provided that they have already attended, and paid for, the class they wish to repeat and that the course is available. No course manual or enrolment keys will be issued for any repeated course. If the delegate does not attend the course or reschedules/cancels his/her place on the course with insufficient notice as detailed in our cancellation terms, the free repeat privilege does not apply.
24. Deposits paid for training are non- refundable

### **Solicitation**

25. During the terms of this Agreement and for one (1) year thereafter, the company or any persons within the organization agrees not to directly or indirectly, entice or solicit any employee, consultant or trainer for any purpose whatsoever, whether for the trainer or clients mutual benefit or the benefit of a third party. The parties agree and acknowledge that the purpose of this restriction is to protect and safeguard either company's integrity and / or confidential information.

### **Intellectual property**

26. The instruction materials, which are handed out during the course, are solely intended for participants of the course.

27. Copyright of Genuine Ltd instruction materials is held by Genuine Ltd and students are obliged to respect the copyright.

28. This right among others entails that without written permission none of the materials may be duplicated and/or publicised by means of print, photocopy, microfilm or otherwise be made available to third parties.

### **Replacement of teacher or trainer**

29. Genuine Ltd is at all times authorised to replace a teacher or trainer by another teacher or trainer, in case of illness or other forceful reasons.

### **Privacy legislation**

30. Personal details are treated strictly confidentially and in accordance with the current privacy legislation by Genuine Ltd.

31. By signing the registration form Genuine Ltd is authorised to process personal details obtained from the registration form.

32. These personal details are solely used for Genuine Ltd's own activities for administrative purposes.

### **Complaints procedure**

33. Any complaints will be dealt with confidentially by the Genuine Ltd Complaints Committee. Information on the procedure can be obtained through [www.genuine.eu](http://www.genuine.eu), or through the Genuine Ltd secretarial office.

### **Refusal of Admittance**

34. In case of failure to meet the payment obligation, Genuine Ltd can refuse admittance to the student.

### **Agreement**

35. The order signatory is booking on his or her own individual account, or is an authorized signatory of the company, or organisation, booking the course or service. In either case the signature given will form a legally binding agreement with Genuine Ltd Computer Learning Centres

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