

Training

1) Learning Approach

1.1) Numbers on FormaServe courses are strictly limited to ensure that each delegate receives the personal attention from the trainer that they require

1.2) The Training will be presented by one of the Supplier's highly qualified instructors who all have practical experience of the techniques taught within the course, having years of experience of mid-range computing

1.3) Course presentation handouts will be provided electronically for every student for reference

2) Public Training

2.1) Some of our training rooms are not easily accessible to students with mobility constraints; if you have any physical requirements please make us aware at time of booking to ensure we can cater for your needs

2.2) Public courses may be undertaken using portable equipment such as laptop computers and may be in rented accommodation such as a hotel conference room or similar. Customers agree that they understand and accept this and shall advise FormaServe if this is likely to be inappropriate for the delegate's concerned

3) On Site Training

3.1) Additional rechargeable costs are the entire tutor's expenses including, but not limited to:

- Travel via public transport or mileage, taken from the car trip meter, at 50p per mile
- Accommodation, including the night before the course starts, if held further than 25 miles from our offices, at a Holiday Inn or equivalent hotel, booked by the Supplier
- Subsistence expenses at £50 per day

4) Delegate Joining Instructions

4.1) Delegate joining instructions will be sent, by email, to the participant approximately ten days prior to the training. It is the student's responsibility to check this information and alert FormaServe to any inaccuracies

5) Course Timings

5.1) Courses start at 09:30; on public courses there will be refreshments available from 09:00

5.2) Courses finish at approximately 17:00 unless otherwise informed

6) Lunch & Refreshments

6.1) The Public course fee includes a buffet lunch and refreshments. If you have any special dietary requirements then please let our training team know a few days before you attend the course

7) Delegate Requirements

7.1) We are aware that some delegates may have special needs to be taken into consideration during their time on our courses. If you have special needs then please do not hesitate to contact our training team who will ensure your attendance at our course is smooth and trouble free

8) Accommodation

8.1) If you are likely to require overnight accommodation while on one of our Public courses then please call our training team who will happily recommend suitable accommodation

9) Fees

9.1) Course fees cover the cost of a copy of the presentation slides supplied by us, use of appropriate facilities, lecturer's time, refreshments, provision of lunch and any room or equipment rental we undertake

9.2) An official Purchase Order will be required to confirm the booking of a student's place and this will be taken as acceptance of all our normal Terms and Conditions

9.3) An Invoice will then be produced and require paying before the start of a Public Course. For On-site training an invoice requiring payment within 14 days will be submitted at the end of the course

9.4) The Supplier reserves the right to refuse admission to delegates whose fees remain unpaid at the time of the Public course commencing

10) Delegate Change

10.1) The Supplier will make no charge if a substitute delegate wishes to replace the original delegate. Please call our training team to inform them of any change

11) Transfers

11.1) If within 14 working days of the original course commencing, a delegate wishes to transfer a booking to a later course there will be a 25% administration charge

11.2) If that transfer is then cancelled, the course fee remains payable in full

12) Cancellations

12.1) If a delegate withdraws from a course or date, for whatever reason, after a confirmation Purchase Order is received by FormaServe, a fee of 25% of the full course cost will be charged

12.2) If a delegate withdraws from a course or date, for whatever reason, within 14 working days of the course commencing, the fee will remain payable in full

12.3) Should the Supplier have no option but to cancel a course it will not be liable for costs incurred by the delegate, however all fees already paid to FormaServe will be refunded immediately

13) Limitation of Liability

13.1) FormaServe Systems makes no guarantee about the subject matter or course content and publications. These publications are provided 'as-is' and without warranty of any kind, either expressed or implied, including but not limited to implied warranties of merchantability, non-infringement and fitness for a particular purpose

13.2) Under no circumstances is FormaServe Systems, its program developers, or suppliers, liable for any of the following, even if informed of their possibility:

- Loss of, or damage to, data
- Special, incidental, or indirect damages, or for any economic consequential damages
- Lost profits, business, revenue, goodwill, or anticipated savings

14) Copyright

14.1) FormaServe Systems grants course participants a non-exclusive copyright license to use all programming code examples from which you can generate similar function tailored to their own specific needs