

**STANDARD TERMS AND CONDITIONS
OPEN (PUBLIC) PRINCE2® TRAINING COURSES**

1. PRINCE2® is a registered trademark of AXELOS Limited.
2. Bookings will not be considered confirmed until payment has been made.
 - 2.1. Where an individual is booking in their own right, full payment is required, online, at the time of booking.
 - 2.2. Where an individual is being booked/sponsored by their company or organisation, an invoice can be requested. Full payment is required in advance of the course, and payment should be received within 30 days of the invoice date or 14 days prior to the course commencement date, whichever is earlier. Should the booking be made within 10 working days of the course commencement date, then payment must be made immediately.
3. Pre-course material will not be issued until payment has been received. Attendance on a course may also be refused if full payment has not been received and exam results will not be released if full payment has not been made. The delegate agrees to meet all bank, transaction and conversion charges to pay the full invoice amount, in British Pounds (GBP). UK VAT will be added at the appropriate rate irrespective of the delegate's country of residence.

CANCELLATION BY DELEGATE

4. If a delegate to a course needs to cancel their attendance, written (or email) confirmation is required. If the written or emailed cancellation is received by Qeons Consulting Ltd:
 - 4.1. More than one calendar month before the first day of the course, a full refund will be given, or (if the delegate prefers) a credit note will be issued that can be used against a future scheduled PRINCE2 course, the start date of which shall be within 6 calendar months of the original course start date.
 - 4.2. Between one calendar month and 10 days before the first day of the course, a 50% refund of the total course cost will be given, or (if the delegate prefers) a credit note will be issued that can be used against a future scheduled PRINCE2 course, the start date of which shall be within 6 calendar months of the original course start date.

- 4.3. Later than 10 days before the first day of the course, no refund will be given, but a credit note can be issued that can be used against a future scheduled PRINCE2 course, the start date of which shall be within 6 calendar months of the original course start date.

CANCELLATION BY QEONS CONSULTING LTD

5. We reserve the right to cancel a course at short notice should events beyond our control make this unavoidable. If this should occur, delegates will be offered a full refund*, or can be issued with a credit note for use against a future scheduled PRINCE2 course. (* If the PRINCE2 manual has already been issued, the value of this, currently £63, will be deducted from the refund given if the manual is not returned in unused condition).
6. Under no circumstances will Qeons Consulting Ltd be liable to refund any amount in excess of the agreed fee. This applies in particular (but is not limited) to any travelling, subsistence or consequential expenses incurred by the delegate.

COURSE VENUES

7. Public courses/exams will normally be undertaken in rented accommodation, such as hotel conference rooms or similar. The delegate agrees that he/she understands this and shall advise Qeons Consulting Ltd of any particular access or other needs and if the venue is likely to be inappropriate for him/her.

SUBSTITUTION

8. Qeons Consulting Ltd will make no charge should a delegate need to substitute an alternative participant on a course. However, if there are any third party charges (typically this will only be associated with changing names for the examination) these will be passed on to the delegate. The originally named delegate must take full responsibility for ensuring that all course documentation is passed on and that the new delegate can undertake the pre-course preparation. Due to the intensive nature of the training and the preparation required, substitution should be made at least 1 week prior to the course start date.

PRE-REQUISITES, COURSEWORK AND REVISION

9. Delegates agree to carry out the pre-course reading and activities, and homework revision during the course. This is essential and is required to complete the course successfully. Where pre-requisite qualifications are required, for example when re-certifying or upgrading, the delegate acknowledges they have gained the required certification to make them eligible for this course and will provide the previous certificate to the course tutor on the first day of the course (this will be scanned and provided to the Examination Institute).

LIABILITY

10. Qeons Consulting Ltd cannot accept any liability for any actions whatsoever of course delegates.

INTELLECTUAL PROPERTY

11. During the course you will receive copies of material which is copyright to Qeons Consulting Ltd. You agree not to share, copy, store or reproduce this material by any means without written authorisation from Qeons Consulting Ltd.

COURSE MATERIALS

12. Pre-course materials will be dispatched by courier and may require a signature on delivery. Proof of delivery to the address given by the delegate when booking is regarded as proof of receipt. Evidence provided by a courier shall be a valid proof of delivery.

EXAM FAILURE

13. Qeons Consulting Ltd will use its best efforts to prepare delegates for the PRINCE2 Foundation and Practitioner exams, and expects delegates (see clause 9 above) to undertake both pre-course and homework revision conscientiously. However, Qeons Consulting Ltd cannot guarantee that any individual delegate will be successful in either exam. Delegates must note that they need to have passed the Foundation exam before being eligible to take the Practitioner exam.

14. In the event of exam failure, a delegate who wishes to re-take either exam must pay the fee associated with re-taking that exam. The fees for this are set by the Examination Institute (PEOPLECERT Limited) and are currently (2015) £103 + VAT for the Foundation exam and £140 + VAT for the Practitioner exam. This amount will need to be paid before a re-sit examination can be taken.

15. A delegate on the PRINCE2 Practitioner course who fails the Foundation exam will not receive a refund of any part of the course or exam fees, but may continue to attend the Practitioner training module and re-take the Foundation exam (subject to payment of the re-sit exam fee) before the scheduled start time of the Practitioner exam. Once the delegate has passed the Foundation exam, the Practitioner exam may be taken.