

Training Courses Terms and Conditions

This page (together with the documents referred to on it) tells you the terms and conditions on which we (“we”, “us” or “APA” means APA Procurement Training Ltd) supply training courses. Please read these terms and conditions carefully before booking any courses with us. You should understand that by booking any courses, you agree to be bound by these terms and conditions.

1. Payment

Unless otherwise agreed, APA require full payment of fees in advance of the course start date. Payment is normally requested by bank transfer. Payment must be made within 30 days from the date of the invoice or if the booking is made less than 30 days before the Course date, payment is required before the Course date. Please note that we do not accept payment by cash or payments in any currency other than UK pounds sterling.

Unless otherwise agreed, delegates will not be eligible to attend the Course until full payment is received. If payment is not made prior to the delegate attending the Course APA reserves the right to refuse admission until payment has been made in full.

2. Description and pricing of Courses

APA makes every effort to ensure that course prices are clearly stated in advance of course bookings. If a mistake is discovered in the statement of the price of the course that you have booked, we will tell you and give you the option of either reconfirming your booking at the correct price or cancelling your booking at no charge. APA reserves the right to refuse to supply to any individual or company.

3. Discounts

Discounts to course fees may be agreed on an individually negotiated basis for certain circumstances. Any discounts are applied at the discretion of APA.

4. Cancellation of Courses

APA reserves the right to amend or cancel any course, course times, or dates. We recommend that delegates do not make travel or accommodation arrangements before this time. Any travel or accommodation costs incurred are entirely the delegate’s responsibility. APA does not accept any liability for reimbursement of any costs incurred whatsoever in relation to its training courses. Where a Course has been cancelled, delegates will be offered an alternative agreed date for the same course or a full refund.

5. VAT

Fees quoted are exclusive of VAT, which will be shown separately on the invoice. A VAT invoice will be sent to cover payment.

6. Joining Instructions

Joining instructions including venue details and start times are sent out by email to the course booker before the event. Once this has been done the services are deemed to have started under the Consumer Protect (Distance Selling) Regulations 2000.

7. Copyright

All materials (“APA and CIPS Materials”) provided for courses including graphics, code, text products, software, audio and design are owned by APA or by CIPS. No content in whole or in part of the APA and CIPS Materials may be copied, reproduced, uploaded, posted, displayed, linked to or used in any way without the prior written permission of APA or CIPS. Any such use is strictly prohibited and will constitute an infringement of the copyright and other intellectual property rights of APA or CIPS, or in the case of material licensed to APA, the owner of such materials.

8. Cancellations

All cancellations must be received in writing. Where a firm booking has been accepted by APA and is subsequently cancelled 3 weeks or more in advance of the course start date, no charges are applied. For cancellations made less than 3 weeks before the course start date, a 20% charge may be applied. If for any reason delegates need to withdraw from the course after the course start date, the full course fee will be charged.

Upon receiving the joining instructions, you agree that the service provided by APA is deemed to have commenced. In such instances, the cancellation policy above will apply.

9. Substitution

Delegate substitution may be made at any time at no charge.

10. Refunds

If you wish to exercise your right to cancel your booking, APA will refund the fees paid according to the above cancellation policy. Any refund will be made by direct bank transfer to the customers elected bank account.

14. Non-EU Delegates

APA welcomes delegates from overseas but if you are resident outside the European Union (EU) you should ensure that you have a valid visa and can comply with all immigration requirements before booking an APA course. Please note that APA training and events do

not qualify you for a student visa or for entry to the UK or other EU countries. Visa information is given on www.ukvisas.gov.uk. If you wish to apply for entry to the UK you should contact your nearest British Mission that offers a visa service. A full list of UK Overseas Missions is given on www.fco.gov.uk.

APA cannot process bookings from outside the EU without full payment in advance. Once payment has been made, cancellation fees are payable in accordance with our terms and conditions. If you do not have a visa before applying and you are unable to obtain one, cancellation fees may be levied. Any travel costs or any other expenses whatsoever incurred are entirely the delegate's responsibility.

15. Specific needs

APA aims to ensure that our courses are accessible to all. If you have any specific needs, please advise us at the earliest possible time and we will contact you to discuss your requirements and make appropriate arrangements.

16. Data Protection Statement

APA Procurement Training Ltd is registered under the provisions of the UK Data Protection Act 2018 and keeps any personal data concerning you in the strictest confidence. We will not share your data with third parties.

17. APA Procurement Training Ltd Registered Company

APA Procurement Training Ltd
Anchor Business Centre, Frankland Road, Blagrove, Swindon SN5 8YZ
tel. 01793 228968
email: ian@apatraining.co.uk
website: www.apatraining.co.uk

Company registration: 09334095
VAT Registration No. 205 4878 04

18. Complaints Procedure

At APA we are committed to providing the highest standard of customer care. If you are not happy with any element of the service that you have received, please contact Sarah Lester on 01793 228968 or via email at sarah@apatraining.co.uk. In the unlikely event that you remain not completely satisfied, you can escalate your complaint to CIPS. Please contact the Skills Training Team on +44 (0) 1780 756777 or at CIPS Easton House Church Street Easton on the Hill, Stamford, Lincolnshire. PE9 3NZ

19. Governing Law

These terms and conditions shall be governed by the laws of England and you irrevocably submit to the exclusive jurisdiction of the courts of England.