



Company Terms and Conditions

1. Definitions and Interpretation

1.1. In these Terms and Conditions, the following words will have the following meanings:

Booking: means a delegate booking for an Armiger Training Services Ltd Training course.

Data Protection Act: means the Data Protection Act 2018 as from time to time amended, modified, extended, re-enacted, consolidated, or replaced (whether in whole or in part).

Customer

The person, firm or company who purchases from Armiger Training Services Ltd

Delegate / Company means any person attending an Armiger Training Services Ltd Training course as a delegate or as applicable a company / cooperation booking our services.

Delegate Booking Form: means our prescribed booking form for the Armiger Training Services Ltd Training course that is to be completed and submitted by those wishing to attend the Armiger Training Services Ltd Training course.

Delegate Booking Information: means the delegate booking information applicable to the Armiger Training Services Ltd Training course issued by us from time to time via the Website or via email.

Armiger Training Services Ltd Training course: means any awarding body training course, testing, assessment, training course by us to which these Terms and Conditions are stated to apply.

Terms and Conditions: means these terms and conditions.

Venue: means any facilities, site or locations of any nature relating to the Armiger Training Services Ltd Training course (including any accommodation provided as part of the Booking).

We: means Armiger Training Services Ltd (Company Number 10314708), a Private limited Company whose registered office is at 105 London Road London Road, Benfleet, England, SS7 5TG and whose trading office is at 29 Hazell Road, Farnham, Surrey, England, GU9 7BP. "Us" and "Our" shall be read accordingly.

Website: means our website

You: means the Delegate / Company (and the Delegate's organisation where applicable) or anybody who in our reasonable opinion is acting with the Delegate's authority or permission, or as the Delegate's representative. "Your" shall be read accordingly.



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2. Terms and Conditions

2.1. All Bookings are accepted subject to availability and acceptance of these Terms and Conditions. These Terms and Conditions should be read carefully prior to making a Booking and any queries relating to them should be raised with Us prior to making a Booking, as making the Booking constitutes acceptance by You of these Terms and Conditions.

2.2. If you have any queries relating to these Terms and Conditions, please contact Armiger Training Services Ltd Training immediately.

3. Booking

3.1. Your Booking will not be confirmed until it has been acknowledged by Us. We will use reasonable endeavours to send You a Confirmation of Your Booking by email within 5 working days.

4. Price

4.1. The prices are as set out in the Information published (or otherwise provided to You) at the time at which We accept Your Booking.

4.2. The price of the Booking is for the inclusive cost of the course and is inclusive / exclusive of VAT which will be charged at the current rate.

4.3. Where applicable, further details and costings for Courses can be quoted for, all quotes are valid as per date stated on quote.

5. Payment

5.1. Payment for the services may be made by BACS transfer within the set days of the date of Our invoice.

5.2. All financial transactions will be between the Delegate / Company / Customer or the Delegate's organisation where applicable, and Armiger Training Services Ltd. Purchase orders should be made out to 'Armiger Training Services Ltd', 29 Hazell Road, Farnham, Surrey, England, GU9 7BP and sent to Armiger Training Services Ltd via email to info@armigertrainingservices.co.uk

6. Cancellation by Delegates / Company / Customer

6.1. Any cancelled Bookings, to be effective, must be received by Us in writing by email prior to the date of the Armiger Training Services Ltd Training Course. Refunds / reduction to invoice shall only be made to You at Our discretion and, where granted, where a refund is issued it will be made using the same payment method as was used to purchase the Booking.

6.2. Cancellation standard terms;

30 working days* or more - Full refund

29 - 20 working days* - 75% (£100 admin fee applies)

19 - 15 working days* - 50% (£100 admin fee applies)

14 working days* or less - no refund

**This time period does not include any weekends / England bank holidays*



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7. Cancellation or re-scheduling of Armiger Training Services Ltd Training Courses

7.1. Where an Armiger Training Services Ltd Training Course is cancelled or re-scheduled by Us, we will use Our reasonable endeavours to notify You using the contact details You provided to Us at the time of booking.

7.2. It is Your responsibility to inform Us of any change to the contact address, telephone number or email address You provide to Us at the time of booking. We and the Venue reserve the right to reschedule any Armiger Training Services Ltd Training Course without notice and without any liability whatsoever.

7.3. Any Customer that has a product or payment plan with us either via direct debit or annual payments. We reserve the right to cancel these services at any time at our discretion and remain the whole legal owner of any products, information, designs, software, websites we have created. Refunds on remaining days will be issued at our discretion.

8. Resale of Booking

8.1. You may not re-sell a Booking without Our prior written consent.

9. Substitute Delegates

9.1. You may substitute another person from Your organisation without charge provided that You notify the Armiger Training Services Ltd Training Course Administrator by email or telephone of the name of Your replacement in advance. Armiger Training Services Ltd contact details are set out in the Delegate Booking Information.

10. Data Protection

10.1. Your information will be held by Us. For the purposes of the Data Protection Act, We are the data controller.

10.2 We may store the information You have provided in a CRM system. The information You submit will not be kept for any longer than is needed. The length of time will depend upon whether We have a business need for keeping the information and/or if the law requires that We keep the information for a particular length of time.

10.3 Information You provide on the Booking Form may be used by Our employees, officers, representatives or sub-contractors where necessary for the purpose of administering the Armiger Training Services Ltd Training Course, to improve the services We provide and, unless You have chosen to opt out, to inform You via email of future news, events and other relevant activity.

10.4 You can choose to unsubscribe from emails from Us of this kind at any time.

10.5 Your personal details will not be shared with any other organisation.

10.6 We may ask You to confirm Your personal details to ensure they are accurate.

10.7 As You have provided personal information, we need You to consent to the processing of this data. By Booking You are agreeing to Us processing this data as described above.



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10.8. We may record incidents of misconduct and inappropriate behaviour where necessary to keep participants safe and foster a welcoming environment at our events. We'll use it, as described in our standard privacy notice. We'll keep the information for two years, or until it is no longer relevant. For serious incidents of misconduct or inappropriate behaviour, we may also inform the HR departments of the individuals involved.

11. Conditions of Attendance

11.1. You must comply with instructions and directions given by staff, stewards and agents of the Venue and Us and any applicable policies and procedures of which You are notified.

11.2. We reserve the right to refuse access to, or remove any Delegate from any Armiger Training Services Ltd Training Course who, in our reasonable opinion has, or is likely to affect the enjoyment of the other Delegates, in our reasonable opinion is acting under the influence of alcohol or drugs, or who uses threatening, abusive or insulting words or behaviour or who behaves in a manner which may cause a breach of the peace.

11.3. Armiger Training Services Ltd is dedicated to creating and maintaining a positive event experience where everyone is treated with dignity, courtesy, and respect, regardless of gender, gender identity and expression, sexual orientation, disability, physical appearance, body size, race, age, or religion. We do not tolerate bullying, intimidation, harassment, or victimisation of event participants in any form.

Any discriminatory language and imagery are not appropriate at any Armiger Training Services Ltd event, including in presentation material. If you violate these rules, you may be sanctioned or expelled from the event without a refund.

Please also refer to your own company's grievance and disciplinary procedures on how they handle complaints against members of staff as we may report any breach of these conditions to your employer.

12. Photography

12.1. We may arrange for photographs to be taken at any Armiger Training Services Ltd Training Course. Please advise the Armiger Training Services Ltd Training Course Administrator prior to the commencement of the Armiger Training Services Ltd Training Course if you do not wish your photo to be included in the Armiger Training Services Ltd Training Course publicity.

12.2. We may arrange for recordings to be made of Armiger Training Services Ltd Training Courses and, subject to presenters' permission, for the filmed material made available after the event. If You do not wish to appear in a recording, please inform the Armiger Training Services Ltd Training Course Administrator prior to the commencement of the Armiger Training Services Ltd Training Course and sit where instructed.

13. Changes to Armiger Training Services Ltd Training Courses

13.1. We reserve the right to make alterations to the published programme for (or content of) any Armiger Training Services Ltd Training Course where reasonably necessary. Any



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changes to the Armiger Training Services Ltd Training Course published programme or content will be published on the Website or notified to You by email.

14. Health and Safety

14.1. You must comply with all relevant legislation relating to health and safety and with any safety announcements and Venue regulations of which You are made aware whilst attending any Armiger Training Services Ltd Training Course.

15. Contacts

15.1. Please direct any enquiries to the Armiger Training Services Ltd Training Course FOA Sara Carter 0330 043 4929

16. Limitation of Liability

16.1. Personal arrangements including travel, accommodation or hospitality relating to any Armiger Training Services Ltd Training Course which have been arranged by You are at your own risk.

16.2. Neither We nor the Venue will be responsible for any loss, theft or damage to Your personal belongings, other than caused as a result of Our negligence or that of the Venue or other breach of statutory duty by Us or the Venue.

16.3. You will be responsible for paying for any damage which You cause to property at the Venue including the cost of additional cleaning where charged by the Venue.

16.4. Nothing in these Terms and Conditions will operate to limit or exclude liability of each party for death or personal injury arising out of its negligence, or for its fraud nor any other liability which cannot be excluded or limited under applicable law.

16.5. Subject to the paragraph above, in no circumstances will either party be liable to the other party for any loss of business, revenue, profits, anticipated savings or goodwill (whether direct or indirect) or for any indirect, special, or consequential loss, arising out of or in connection with these Terms and Conditions and the Armiger Training Services Ltd Training Course.

17. Dispute Resolution

17.1. If any dispute arises out of these Terms and Conditions or Your Booking, We will attempt to settle it. To this end We shall use Our reasonable endeavours to consult or negotiate in good faith and attempt to reach a just and equitable settlement satisfactory to both parties.

17.2. Although this does not restrict your rights to pursue court proceedings, if We are unable to settle any dispute by negotiation within 21 days, the parties may attempt to settle it by mediation.



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18. Waiver

18.1. Failure by either party to exercise or enforce any right or benefit conferred by these Terms and Conditions will not be deemed to be a waiver of any such right or benefit nor operate to bar the exercise or enforcement thereof or of any other right or benefit on any later occasion.

19. Assignment

19.1. We shall be entitled to assign any of Our rights and obligations under these Terms and Conditions provided that Your rights are not adversely affected.

20. Severability

20.1. If it is found by a Court that any of these Terms and Conditions for any reason cannot be enforced, this shall not prevent the other provisions from continuing to apply.

21. Third Parties

21.1. No person who is not a party to these Terms and Conditions shall have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of these Terms and Conditions.

22. Force Majeure

22.1. For the purposes of these Terms and Conditions, "Force Majeure" means any cause beyond Our reasonable control including, but not limited to, war, acts of terrorism, governmental requirements, acts of local or central Government or other competent authorities, Acts of God and industrial disputes. We will not be liable to You for failure to perform any obligation under these Terms and Conditions or in relation to Your Booking to the extent that the failure is caused by Force Majeure.

23. Amendments and variations

23.1. Please note that We may amend and update these Terms and Conditions from time to time. The Terms and Conditions as published on Our Website (or as otherwise provided to You) at the time of confirmation of Your Booking will apply.

23.2. Once Your Booking is confirmed (and in any event if You attend an Armiger Training Services Ltd Training Course as a Delegate) these Terms and Conditions shall be binding on You.

24. Governing Law and Jurisdiction

24.1. These Terms and Conditions shall be governed by and construed in all respects in accordance with the laws of England and Wales and the parties submit to the exclusive jurisdiction of the courts of England and Wales.