



**1. Terms and conditions**

This document is entered into between you and QA Limited (company number 02413137) with registered office at Rath House, 55-65 Uxbridge Road, Slough, Berkshire, SL1 1SG (“we”, “us” or “our”). It should be read together with our terms and conditions of business available at <http://www.qa.com/notices/terms-and-conditions-of-business>. Together they contain legal rights and obligations which are part of your relationship with us. Defined terms used in this document shall have the same meaning as terms defined in our terms and conditions of business.

**2. Payment and fees**

Upon your signature of this document, we will issue you with invoice(s) for the fees payable as indicated on the front page of this document. All fees are exclusive of value added tax which shall be charged at the applicable rate. All fees are also exclusive of travel, meals and other related expenses which shall be payable by you upon presentation of invoices by us. Payment is due by you within 15 Working Days of the date of an invoice. Please note that you may not attend any courses and we will not provide any Services if your payment to us is overdue. For the avoidance of doubt, the total fees set out on the front page of this document will be invoiced and shall become payable within 12 months of the start date. All fees are non-refundable whether or not you book any courses with us during the term which is set out on the front page of this document.

**3. Bookings and prerequisites**

Your unique reference number is \_\_\_\_\_ and must be quoted at the time of making a booking with us unless administered by our Project Management or Customer Service Desk resources. For public scheduled courses you are expected to book each course at least three weeks prior to the course start date. It is your responsibility to ensure that all the course delegates meet the course prerequisites, which can be found on the QA website or on the course outline and which will be confirmed on the joining instructions.

**4. Cancellations by us**

Where circumstances dictate we reserve the right, at our discretion, to change course schedules, change course content, discontinue courses, limit class size and cancel courses in which event we will notify you 10 days prior to the course start date. Upon such notification, you may book other available courses but we shall have no liability to you whatsoever for any changes to or cancellations of courses pursuant to this section.

**5. No guarantee as to availability**

We aim to offer flexibility with course bookings but we cannot guarantee availability of any individual course.

**6. Attendance at courses**

Once you have agreed to the terms of this document, any of your employees may attend the courses covered by this document provided that they meet the prerequisites for the relevant course (if any).

**7. Cancellations by you**

If the Consumer Protection (Distance Selling) Regulations 2002 apply, Client shall have the right to cancel this Agreement without any liability within 14 days of date of Agreement provided that Services have not commenced and are not due to commence in this period. Except as provided under this clause, cancellation and/or re-scheduling fees below shall apply to cancellation or re-scheduling of any course by the Client. The Company shall issue a supplementary fee invoice to Client for such cancellation and/or re-scheduling fees and this will be deducted from the balance on the Training Delivery Programme. In the event that the balance is nil then a supplementary invoice will be issued to the Client and is due for payment within 15 Working Days of date of invoice.

15-11 Working Days Before Course Commencement		10-6 Working Days before Course Commencement		5-0 Working Days Before Course Commencement	
Cancellation of Course 50% of course fees	Re-scheduling of Course 25% of course fees	Cancellation of Course 75% of course fees	Re-scheduling of Course 50% of course fees	Cancellation of Course 100% of course fees	Re-scheduling of Course 100% of course fees

**7. Microsoft vouchers**

You hereby authorise us to investigate whether you have any training day benefits under the Software Assurance Licence Agreement with Microsoft. This does not change the terms of any agreement with Microsoft. For more information, click [here](#)

If you do not wish for QA to undertake such investigation on your behalf, please tick here

**8. Variations**

This document may only be varied in writing by an authorised representative of each party. Please note that no other form of contract or communication sent by you to us in relation to this document shall be deemed accepted by us except where our authorised representative expressly agrees to such contract or communication in writing.