



Booking No: 8364719

Date Booked: 30/05/2018

Customer details: Account no: 3354601 Example Customer Ltd 1 Example Lane Example Town EG1 1EG	Invoice to: our ref: 3354601 / LTD_055 Example Customer Ltd 1 Example Lane Example Town EG1 1EG
For the attention of: Mr Example Booker Example Job Title Example Department t: 01234 567 890 e: example@email.com	Your QA contact: QA Web Booking Administration Team t: 0113 220 7103 or 0345 074 7855 e: web.bookings@qa.com QA Ltd 11 Albion Street Leeds West Yorkshire LS1 5ES

Course:	Microsoft Excel 2010 Level 1 (DEX10L1)		
Delegate:	Name(s): Example Delegate	No: 8364719	
Date(s):	Start: 03/08/2018	End: 03/08/2018	
Status:	Provisional		
Location:	QA Manchester (Oxford St) Centre, 8th Floor, St James Buildings Manchester M1 6FQ		
Charges:	Description: Course Booking	Fees:	GBP
			386.00
		Total net fees:	386.00
		VAT:	77.20
		Total due:	463.20

Invoicing and payments:	Payment is due no later than 15 Working Days before the start date of the course covered under this document. If the booking is for multiple courses payment will be due no later than 15 Working Days before the start date of the earliest course. This Booking will be invoiced on receipt of confirmation.
<p><i>Please ensure the invoicing details on this form are correct. If you need to make any amendments, please advise your QA contact above.</i></p> <p>I confirm that I have read the terms and conditions of business and the terms of this document (please see last page) in particular Clause 5 relating to the delegate's prerequisites requirement.</p>	
Signature:	
Job Title:	
Purchase Order Number:	
<i>If your company uses PO numbers, please ensure you have entered your PO number above prior to eSigning as we will be unable to confirm your booking without one.</i>	
Please indicate if you wish to pay by debit/credit card:	
If you wish to pay by credit card, please enter the card holders name and contact details below and we will contact the card holder to arrange payment.	
Card Holders Name:	
Telephone Number:	

Privacy
 QA respects your rights to privacy and understand the importance of protecting personal information that we hold about you. We have set out in our privacy notice (available at <https://www.qa.com/legal/privacy-notice>) information about what personal information we collect and how it is used and shared. Our privacy notice also includes details of who to contact if you have any questions about our privacy and data protection practices.

QA Terms and Conditions:

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 www.qa.com/terms. 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. 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).

3. Payment and cancellations by you Payment shall be due as indicated on the front 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. Please note that we reserve the right not to provide any Services until full payment has been received.

4. Consumer Rights If Client is a consumer (and has not purchased in person at the Company's business premises), Client shall have the right to cancel this Agreement without any liability within 14 days of Agreement provided that Services have not commenced. Except when cancelled under this clause, cancellation and/or re-scheduling fees below shall apply to cancellation and re-scheduling of any course by the Client. The Company shall issue a supplementary fee invoice to Client for any cancellation and/or re-scheduling fees and Client shall make payment in full to us within 15 Working Days of the date of the supplementary fee invoice.

5. Prerequisites Each course participant must meet the prerequisites specified for the course they wish to attend. For the avoidance of doubt it is your responsibility to ensure that all your 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.

6. Cancellations by us 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. In the event of such changes or cancellations, we will refund to you 100% of the fees already paid by you in advance but we shall have no further liability to you whatsoever.

7. No guarantee as to availability Whilst we aim to offer flexibility with course bookings we cannot guarantee availability of any individual course.

8. 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).

9. 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.

Tables of Cancellation and Re-scheduling Rates:

Public scheduled courses other than APMPQ:

Date of Cancellation / Rescheduling	Cancellation Fee Payable	Rescheduling Fee Payable
15-11 clear Working Days prior to the start of the course	50%	25%
10-6 clear Working Days prior to the start of the course	75%	50%
Fewer than six (6) Working Days prior to the start of the course	100%	100%

APMPQ - APM Practitioner Qualification Assessment Centre (residential):

Date of Cancellation / Rescheduling	Cancellation Fee Payable	Rescheduling Fee Payable
31 or more Working Days prior to the start of the course	0%	0%
Fewer than thirty one (31) Working Days prior to the start of the course	100%	100%

All other Services:

Date of Cancellation / Rescheduling	Cancellation Fee Payable	Rescheduling Fee Payable
20-11 clear Working Days prior to the start of the course	50%	25%
10-6 clear Working Days prior to the start of the course	75%	50%
Fewer than six (6) Working Days prior to the start of the course	100%	100%