

## Training Course – Terms of Business Guidelines

### Confidentiality

In accordance with GDPR and the general standards of ethics, we do not share confidential information relating to your business or any individual attending training without their express and prior consent.

### Terms of Proposals

As is standard with any proposal, we operate under a 30 day validity period from the date the proposal is issued. After such a time, we reserve the right to review the proposal.

### Training Specifications

We want you to be happy with the training provided. Should you have a specific requirement we are happy to oblige on the understanding that this may incur additional costs.

### Payment Terms

Standard Engineer training at TDSi premises is **free of charge**. The process for securing your free training place requires you to submit a purchase order for the full cost of training.

Although customers **will not** be charged for engineers who attend and pass the course, we require the purchase order to limit instances of time wastage. In the unlikely event that you're charged for training, invoices are payable within 30 days upon receipt of the invoice. Late payments will be subject to a daily increase in interest.

### Provisional bookings

Any booking made without the accompaniment of a purchase order will be deemed provisional. This means your place on that training course **is not guaranteed**.

Once we receive a purchase order (either by email or post), your place on the course will be confirmed.

### Course transfers

If you would like to transfer your booking to training taking place on an alternative date, you are able to do so **free of charge** providing your request is received up to 5 business days before the training takes place.

Any transfer not received during the transfer window will be subject to a 20% admin fee (plus VAT).

Transfer requests can be sent by email to [support@tdsi.co.uk](mailto:support@tdsi.co.uk). Confirmation of acceptance of the transfer requested will be provided in writing. No more than one transfer will be allowed.

### **Cancellations and Delays**

Cancellations received in writing up to 72 hours before the start date of a course will receive a full refund less an admin fee of 20% (plus VAT) of the course fee.

If you cancel within the 72 hour period, the **full fee will remain payable**.

### **Non-attendance**

Failure to attend the course and notify TDSi will result in the full course fee being invoiced. In this instance, no transfer will be accepted.

### **Cancellation by TDSi**

Although TDSi reserve the right to alter programmes, trainers, fees or venues without prior notice, we will always endeavour to notify you before such an event happens.

Due to the coronavirus (COVID-19) pandemic, should we deem that it is unsafe for our staff to host installer training, we reserve the right to amend or cancel any planned training dates or scheduled site visits with a 24 hr notice period. In the event that a local lockdown is enforced, all will be cancelled immediately and without notice.

In the event of a course cancellation, a refund of the course fee will be made but no compensation will be paid for any additional costs incurred.

### **Teaching & Training and other workshops other than at a TDSi location**

TDSi trainers are happy to support training requests at locations outside of our nominated venues. In such instances, travel & accommodation will be the responsibility of the client to arrange and fund.

The terms of this agreement should be agreed and signed before any such engagement takes place.

### **Termination for Breach**

TDSi will terminate this agreement if any of the following stipulations occur:

- Failure on the part of the client to place a purchase order
- Doing or permitting of any act by which TDSi's rights in any intellectual property are prejudiced into jeopardy.

# TDSi

**TDSi UK**, Unit 10, Concept Park, Innovation Close, Poole, Dorset, BH12 4QT, UK

[WWW.TDSi.CO.UK](http://WWW.TDSi.CO.UK)

☐ +44(0)1202 723 535

☐ [sales@tdsi.co.uk](mailto:sales@tdsi.co.uk)

☐ +44(0)1202 724 975