

TERMS AND CONDITIONS

1 PRICES AND INVOICING

Prices shall be those current at the time of booking. VAT will be added at the prevailing rate. Invoices will be sent upon receipt of booking and should be paid no later than 30 days after the invoice date or prior to the commencement of the course whichever is the sooner. Interest may be charged on the late payment of fees at the rate of 4% over the base rate as set from time to time by European Central Bank. If the course fee has not been received by the start date of the course then the delegate will not be permitted to attend the course. An invoice for the full course fee will be raised and due for immediate payment for all bookings received within 4 weeks of the start date of the course.

2 CANCELLATION BY COGNOS

COGNOS will make every attempt to run courses as scheduled, but reserves the right to cancel a course at any time. COGNOS is not liable for any travel or other expenses incurred by the client as the result of a cancelled or postponed course. If a course is cancelled, COGNOS may offer the client the chance to transfer their booking to another course or will repay any fees already paid.

3 CANCELLATION BY CUSTOMER

Where a delegate fails to attend, cancels, or transfers from a course without giving at least fifteen (15) working days written notice prior to the course start date, the customer shall pay the following percentage of the course fees to COGNOS: Cancellation / Failure to Attend: 100%. Transfer to a later date: 50%. In the event that a customer requests to transfer to a later course within 2 working days prior to commencement of the course, the customer shall be liable to pay the course fee in full to COGNOS.

4 PRE-REQUISITES

The delegate is required to read the course description prior to the course taking place, and confirm that they satisfy the course pre-requisites. In the event that a delegate attends a course without satisfying the pre-requisites, they may be asked to leave the course, and the full course fee will remain payable to COGNOS.

5 TRAVEL AND HOTEL BOOKINGS

These are the responsibility of the customer. COGNOS cannot be held responsible for the standard of any hotel used.

6 WARRANTY

COGNOS warrants that Training Services will be provided with reasonable skill and care conforming to generally accepted software industry standards. Subject to applicable law, all other warranties or conditions, express, implied or otherwise, are excluded. If the above warranties are breached COGNOS will, at its option and at no cost to CUSTOMER either remedy the breach or refund the amounts paid by CUSTOMER in respect of the Services affected by that breach. CUSTOMER will notify COGNOS promptly of any breach of warranty and provide COGNOS with a reasonable opportunity to remedy any breach, and reasonable assistance in remedying any defects. The remedies set out in this subsection are the CUSTOMER's sole remedies for breach of the above warranties.