

Arc Training Courses - Terms and Conditions

These policies have been put into place to ensure that our customers and partners receive high quality instruction. Since class size is limited, cancellation and rescheduling deadlines will be strictly enforced.

1. How to Register

There are 2 easy ways to register for classes:

- Call Arc on + 44 (0) 118 943 9200
- Send an email to training@arcsolutions.com

2. Course Bookings

Provisional bookings will be held for five working days or such other period as may be agreed. Firm bookings shall be made in writing no later than 30 days, or such other period as may be agreed, prior to the planned commencement date of the course.

All firm bookings will be accompanied by:

- a purchase order reference including the associated price,
- the names of the student(s) attending,
- the course name (or course code) that is being purchased
- the course date.

3. Pre-requisite requirements

Course bookings will only be accepted for students that meet the defined pre-requisites. (Please see full course listing for more details)

4. Notification of Registration

You will be notified within 48 hours by e-mail notification of your registration status. If you do not receive a registration status e-mail, please send email to training@arcsolutions.com

5. Payment Policy

- All UK course fees are payable in Pound Sterling (£) + VAT
- All USA course fees are payable in US Dollars (\$)
- All Australian courses are payable in Australian Dollars (\$) + GST
- All MEA courses are payable in US Dollars (\$)
- All payments are due and payable prior to the scheduled class unless prior arrangements have been made.
- Corporate purchase orders are accepted with terms of net 30 days.
- Purchase orders must be made out to:
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Arc Solutions
Innovations House, Turnhams Green Park,
Pincent Lane, Tilehurst
Reading, Berkshire RG31 4UH
United Kingdom

- For additional information please send email to training@Arcsolutions.com

6. Arc Course Cancellation Policy

Arc Solutions reserves the right to cancel or reschedule any class at least ten working days prior to the start of the class. When students outside of the UK are enrolled in a class, Arc will try to provide at least 2 weeks notice of cancellation. In the event of cancellation, Arc's liability is limited to the return or credit of the registration fee(s). Arc Solutions is not responsible for travel arrangements or costs incurred because of cancelled classes.

a. CANCELLATIONS BY THE STUDENT

For cancellations made ten or more business days prior to the start of a course, the student can request to either....

- Be rescheduled into another course (this course must be within 6 months of the original), or
- Assign their position in the course to another student from the same company (subject to all the same course pre-requisites)

For cancellations made within ten business days prior to the start of the course, payment is non-refundable.

For absent attendees, payment is non-refundable. An "absent attendee" is defined as the student not registering at the training venue on the course start date, with no prior communication from the student or reseller office to cancel or reschedule the course.

b. RESCHEDULING BY STUDENTS

For reschedules made ten or more business days prior to the start of a course, the student can request a different date, course, or location (if applicable). The new course must begin up to a maximum of six months from the original course date. To reschedule, contact Arc training at training@arcsolutions.com

c. SUBSTITUTIONS OF ONE STUDENT FOR ANOTHER

Substitutions of one student for another for a specific enrolment are accepted with at least ten working days notice before the class begins, provided the substitute meets the course prerequisites.

Notification of cancellations or rescheduling requests must be made through the Arc Training Co-ordinator at + 44 (0) 118 943 9200 or via email to training@arcsolutions.com .