

***T**hese terms and conditions refer to all training events organised by Tesseract.*

Booking

Places may be booked on any scheduled course via e-mail. A confirmation of the booking will then be sent with the appropriate project number (our call reference number). Details will also be sent at least three days before the course.

Bookings for training courses that are not currently scheduled may be requested in the same manner; or emailed/faxed to the Tesseract Training department (email 'training@tesseract.co.uk' - Fax 01494 464756).

Where a course is oversubscribed then alternative dates will be offered.

Charges

The price of each course is shown in the 'Course Prices and Delivery Options'. The charges are shown exclusive of VAT.

Cancellations, withdrawals, transfers

The demand for the limited number of places on a scheduled course (or the timescales for scheduling on-site courses) means that Tesseract may frequently refuse bookings for particular dates. If a delegate withdraws from a course or a course is cancelled or postponed - for whatever reason - during the 5 working days prior to the commencement of the course, the fee will remain payable in full. However in the case of a booking on a scheduled course a substitute delegate may be nominated.

Course Notes

Training material is only supplied to students attending the relevant courses and is protected by copyright. On no account may these be reproduced wholly or in part without the prior consent of Tesseract.

Please Note

Tesseract reserve the right at any time without prior notice to change the venue of any course and / or trainer from that described in the published literature. Tesseract reserves the right at its absolute discretion and without liability to cancel any advertised courses.

Services ordered are valid for 12 months from the date of order, or they will be deemed closed. The credit for these days is non-refundable after this period.