

# Resettlement Terms & Conditions

1. These are the terms on which CNet agree to accept the booking specified. They represent the entire agreement between you and CNet and by returning the resettlement application form you accept these terms and agree that any terms and conditions that you may supply or have supplied to CNet will not apply.
2. Telephone bookings will be noted but will not be deemed to be binding on CNet. CNet may resell the place until a CNet have confirmed receipt of the booking and booking fee is received in writing. Only completed original CNet resettlement application forms, duly signed and returned with the required booking fee of £100.00 within ten (10) working days of the provisional booking, will be accepted by CNet as confirmation of booking. The booking fee is transferable but non-refundable.
3. The payments specified on the resettlement application form must be paid in full on the dates stated. Should you wish to cancel the booking please notify CNet in writing. If written cancellation is received, by CNet, no later than 45 days prior to course commencement, CNet will refund in full, payments made to date, excluding the booking fee. If notification is given at least one calendar month before commencement of the course, the deposit remains payable and becomes non-refundable. No refund can be given in respect of cancellations within one calendar month or in the event of non-attendance and the full course fees remain payable. For course date rescheduling requests received 28 days or more before the course date, no charge will be made. For rescheduling requests received between 14 and 28 days before the course commencement date, 50% of the course fee will be charged. For requests to reschedule received less than 14 days before the course commencement date there will be no refund of the course fee. Should you wish to send a substitute attendee you may do so, but please give as much notice as you can.
4. CNet's advertised prices are subject to change at any time. Details of up to date prices are available from CNet. CNet may increase the price of an accepted booking by giving you notice in writing of the increase. The notice will specify that you may, within 30 days of receipt of the notice, give us a further notice cancelling the booking. All payments made, excluding the booking fee, will then be refunded in full and neither party will have any further liability to the other in respect of the booking. If counter notice is not given the increased fee will become due in full.
5. We reserve the right to vary the location and / or the designated speaker at any course, but will ensure that alternatives are suitable for the purpose.
6. In the event that CNet has to cancel a course for insufficient attendance or circumstance beyond their reasonable control notice will be given and CNet will, in full settlement of its liability to you, refund all payments made in full.
7. All course material, documentation, course handouts and similar items are subject to copyright owned by CNet and may not be reproduced in full or in part without the prior written consent of CNet. Should Customers require further copies of such documentation for colleagues of attendees they should contact CNet who may be prepared to sell such copies to them, for a further fee.
8. The names and details of attendees on all courses are confidential and you agree not to release such details concerning other attendees to any third party.
9. Reasonable care has been taken to ensure that written material available at courses and the content of presentations, is correct as at the date stated in the written material. They take no account of updates in law or practice beyond that date. Written material should not be relied upon except by those who have attended a CNet course and should be read in conjunction with the instruction given on that course. CNet's total liability for any claim arising from any inaccuracy or omission in the material or the presentation shall never exceed £1,000,000.
10. You are responsible for yourself and your attendees whilst at CNet, the course location or in accommodation provided by CNet. You will indemnify CNet in full against any loss or damage cost or claim incurred by CNet as a result of your or their behavior, acts or omissions. Any attendees who behave in a manner deemed by CNet to be disruptive to the course or to other students may be excluded from the course and no refund of fees will be made.
11. CNet accepts no liability for personal effects, motor vehicles or other items brought on to any such premises by you or your attendees and you will indemnify CNet against any claim which may be made against CNet for their loss or damage. This does not apply to death or personal injury caused by the negligence of CNet.

## PAYMENT TERMS

As stated above confirmation of a booking comprises of an original signed resettlement application form and £100.00 booking fee. Confirmation should be received by CNet within ten (10) working days of the booking enquiry. A £420.00 deposit should be paid six (6) weeks prior to course commencement with the final installment received by CNet seven (7) days prior to course commencement. Confirmation of a booking made less than six (6) weeks prior to course commencement must be accompanied by the booking fee and the deposit (total £520.00). Failure to make the necessary payments by the due date without prior arrangement with CNet may result in cancellation of the booking. Payment can be made by any of the following methods: Credit Card / Switch / Cash / Cheque / Postal Order / BACS. Cheques should be made payable to 'CNet Training' and have the student name, course title and course date clearly written on the reverse. An issue number is required with Switch payments. Bank details for BACS payments can be obtained from CNet Training.