



1 Exprodat Standard Terms and Conditions: Training

1.1 Payment

1. Tuition must be paid in full at the time of booking/registration.
2. The course fee is exclusive of any Value Added Tax, which (if applicable) shall be paid by the customer at the current rate.
3. The course fee includes standard materials for the training and unless delivered on the customer's premises or otherwise specified also includes light refreshments and a buffet-style lunch.
4. For training delivered at the customer's premises all reasonable expenses (including travel and accommodation) of Exprodat training staff shall be charged at cost in addition to the agreed course fee.
5. The time period scheduled for each course allows for meal/refreshment breaks and questions on the training content, however should the training be completed within the allocated time period resulting in an early finish no adjustment will be made to the course fee.
6. Unless otherwise agreed in writing the customer must pay the course fees at least 14 calendar days prior to training commencement.

1.2 Travel & Lodging

1. The customer is responsible for all travel arrangements, accommodation requirements and other costs incurred relating to attendance on the course.
2. Exprodat assumes no responsibility for losses of non-refundable travel arrangements resulting from course scheduling changes or cancellations.

1.3 Training Attendance

1. Registered attendees are provided with a confirmation letter via fax or email in advance of course commencement. This letter will notify the attendee of the training site location and directions, and may list other details such as suggestions of convenient hotels.
2. Each individual site determines training times. Please refer to the information accompanying the confirmation notification for further details on the training schedule.

1.4 Training Materials

1. All courses and training materials evolve over time as Exprodat continuously updates each course based on feedback and the latest information available at the time of delivery.
2. All training materials are provided at the training site.
3. The copyright in and all other rights relating to the software, documentation and data used during the training or provided to the customer are owned exclusively by Exprodat or our partners. Exprodat hereby grants to the customer a nonexclusive, non-transferable licence to use training materials solely for the purpose of receiving the training.
4. Under no circumstances may the whole or any part of the training materials be produced, copied, or translated into another language by the customer without the prior written permission of Exprodat.

1.5 Cancellation and Transfer

1. It is sometimes necessary to change the date a class is offered or to cancel a class. In such circumstances customers will be contacted at the earliest possible opportunity.
2. Exprodat reserves the right to cancel or re-arrange any dates for the training at any time and for any reason. If training is not rearranged by Exprodat in agreement with the customer, Exprodat will provide a full refund of the relevant training fee.
3. The customer may cancel booking, at no charge, for any training by providing Exprodat with a minimum of 1 calendar months' written notice. If notice for such cancellation is received less than 1 calendar month but more than 10 business days, 50% of the course fee will be charged, while if notice for such cancellation is less than 10 business days, the full course fee will be charged.



4. The customer may substitute an alternative attendee with Exprodat's agreement at no additional charge.
5. Exprodat takes no responsibility for non-refundable costs arising from training scheduling changes or cancellations.

1.6 Duties of Customer

1. The customer is responsible for advance notification to Exprodat of any special requirements. Exprodat will endeavour to accommodate such needs if considered both reasonable and practical to do so.
2. The customer shall ensure that the attendee meets any course prerequisites communicated in advance of the course..
3. Where the training is to be delivered by Exprodat on the customer's premises the customer is responsible for ensuring that all necessary facilities (including but not limited to the adequate provision of suitable accommodation, hardware, software and other requirements pre-notified by Exprodat) are fulfilled and maintained throughout the duration of each course.
4. The customer shall comply fully with all usage restrictions of the training materials.

1.7 General

1. Exprodat will use reasonable endeavours to ensure that the training will follow practices consistent with professional standards in the industry.
2. The customer shall indemnify and hold harmless Exprodat, its directors, agents and employees, from and against all claims, losses, costs, actions, demands, expenses (including all legal fees), damages, liabilities and lawsuits arising from any breach of the customer's obligations.
3. This agreement shall be governed by and interpreted in accordance with the laws of the United Kingdom.