

Terms and Conditions effective from 18 December 2019

1. Definitions

'CPD Unit' or 'We' or 'Cardiff University' or 'Us' means Cardiff University or The Continuing Professional Development Unit.

'Client' or 'You' means the person, delegate, company or organisation booking or attending a CPD event.

'Course' means an open CPD course, conference, webinar or other event. These Terms and Conditions do not apply to bespoke or closed courses.

'Commencement Date' means the start date of the Course.

'Fees' means the price of the Course.

'Training Provider' means a company or trainer delivering a Course when this is not Cardiff University.

'Working Day' means every day of the week except Saturday and Sunday, statutory holidays and Cardiff University closures.

CPD Courses are categorised as 'Category A' and 'Category B'. A Course's category can be found on the course outline on the CPD Unit's web pages and published course outlines. The most up to date information will be on the website.

2. Scope

These Terms and Conditions are applicable to all Courses.

3. Prices

Our website advertises the Fees for all CPD courses. We reserve the right to increase the Fees from that advertised on the website or other forms at our discretion and for any reason prior to the course commencement.

Fees include all handouts, pre-course materials or manuals, lunches, refreshments and examination or accreditation costs (if applicable) for UK based Clients. Clients from outside the UK may be charged additional costs for postage, if incurred by us. This will be clearly stated on course outlines or correspondence prior to booking.

4. Terms of payment

Fees must be paid in full before commencing the course. Special arrangements may be separately agreed in the case of late bookings.

5. Courses

The CPD Unit provides training in conjunction with selected Training Providers. To the best knowledge of the CPD Unit, these Training Providers are suitably qualified and accredited to deliver the training courses offered.

The contents of course schedules are intended for general guidance only and do not form any part of a contract. We reserve the right to make any reasonable variations to Courses, including the content and location, without notice.

The indication of course availability and location shown on the Cardiff University website is for general guidance and does not form any part of a contract. Please contact the CPD Unit before making any travel or accommodation arrangements as we will not be liable for any action that you may take in reliance on the information.

It is the responsibility of the Client to ensure that the delegate meets the prerequisites of the course on which they are booked, and that the course content meets their requirements.

Unless otherwise indicated, all Courses are delivered in English, and all delegates must be sufficiently proficient in English language before attending a course.

6. Cancellation, Transfers and Substitutions

We will send course details (such as location, timings, pre-course tasks) and confirmation that the Course is going ahead as follows:

15 Working Days prior to the Commencement Date for PRINCE2®, MSP® and AgilePM® courses.

10 Working Days prior to the Commencement Date for all other Courses (unless stated otherwise).

Substitutions

Category A courses

The CPD Unit will endeavour to accommodate requests by the Client to substitute one delegate for another but is under no obligation to do so. Such requests are subject to the replacement delegate meeting the pre-requisites for the Course. The Client must submit requests for substitutions no less than 15 Working Days before the Commencement Date. If a substitution is requested within 15 Working Days then the cancellation fee below shall apply.

Category B courses

The CPD Unit will endeavour to accommodate requests by the Client to substitute one delegate for another but is under no obligation to do so. Such requests are subject to the replacement delegate meeting the pre-requisites for the Course. In the event of a substitution, the Client shall pay any unavoidable costs relating to the change. If a substitution is requested within 3 Working Days then an administrative fee of £50 shall also apply.

Transfers

Category A courses

In the event that a delegate is unable to attend the Course, We will endeavour to transfer the delegate to an alternative Course. If this is requested 20 or more Working Days from the Commencement Date of the original Course, then the only charges applicable will be an administration fee of £50 plus any difference in the Fees. If a transfer is requested within 20 Working Days, then the cancellation fee below shall be payable. Transfers must be to a Course within the same calendar year. Delegates may only transfer once. The Client must put the transfer request in writing to train@cardiff.ac.uk.

Category B courses

In the event that a delegate is unable to attend the course booked, We will endeavour to transfer the delegate to an alternative Course. If this is requested 10 or more Working Days from the Commencement Date of the original Course, then the only charges applicable will be an administration fee of £50 plus any difference in the Fees. If a transfer is requested within 10 Working Days, then the cancellation fee below shall be payable. Transfers must be to a Course within the same calendar year. Delegates may only transfer once. The Client must put the transfer request in writing to train@cardiff.ac.uk.

For all Courses, if there are no further dates available for the Course during the calendar year, we will refund the Fees in full, less any stated administrative fee.

Cancellation fees

The Client may cancel the course booking by notifying us in writing. The Client shall also be deemed to have cancelled their booking if a delegate does not attend. The Client will be liable to pay a cancellation fee as follows:

Category A Courses

Number of Working Days' notice	% of Course Fees payable
Over 20	£50 administrative fee
20 -1	In the event that we cannot fill your booking: 70% Plus any costs incurred for any pre-course materials already sent to the delegate or Client, unless the materials are returned to us within 10 Working Days and in brand new condition.
0	100%

Category B Courses

Number of Working Days' notice	% of Course Fees payable
Over 10	£50 administrative fee
10-1	50%
0	100%

The Client must confirm the cancellation in writing by emailing train@cardiff.ac.uk, accompanied by supporting evidence (if applicable).

We reserve the right to cancel or postpone any Course, and this will be done in line with our customer standards wherever possible. In such circumstances, Fees will be refunded in full. We will not be liable for any other loss or expense arising from the cancellation of the Course, including travel or accommodation costs.

In the event that we cancel or postpone a Course, delegates will be contacted via email and offered the opportunity to transfer to an alternative date (if available). Should a delegate wish to transfer, the Client must inform the CPD Unit within 10 Working Days of the cancellation email or we will refund the Fees automatically.