

MO-SYS ACADEMY - TERMS AND CONDITIONS FOR THE SUPPLY OF SERVICES

The terms and conditions set out below, plus our standard Terms and Conditions of Sale and our Privacy Policy, together constitute the legal agreement between you and Mo-Sys Engineering Ltd. (the operators of the Mo-Sys Academy) relating to the provision of training courses.

1.ACCEPTANCE OF BOOKING AND INVOICING

- Mo-Sys Academy has the right to not accept a booking.
- If a booking request is made using the Mo-Sys Academy website, you will receive an automatic email confirming we have received your booking request. All bookings are subject to availability.
- A booking should only be deemed to be accepted when Mo-Sys Academy issues an invoice in respect of the booking.

2.COURSE FEE AND PAYMENT

- The fee to attend a public course must be paid in full before the date of the course.
- For bookings placed by customers outside the UK, payment is due at the time of booking - please note that we do not accept international bank fees.
- Mo-Sys Academy has the right to refuse an attendee entry to the presentation if the course fee is not paid before the date of the course.
- In-house courses will be invoiced after the course date, when final attendee numbers and expenses are confirmed. Payment is due within 14 days of the invoice.

3.CANCELLATIONS

- The customer must advise Mo-Sys Academy of a cancellation in writing.
- If a customer does not advise of a cancellation in writing before the date of the course presentation, the full course fee will be payable.
- If a customer cancels a booking 14 calendar days or more before the date of the course, 30% of the course fee will still be payable.
- If a customer cancels a booking less than 14 calendar days before the date of the course, 100% of the course fee will be payable.

4.TRANSFERS

- If a delegate can no longer attend a course date, they can nominate another person to attend the same course date in their place. This will incur no charge.
- If a delegate can no longer attend, they can be transferred to another course at no extra cost if they advise us 14 calendar days or more before the course date.
- If a delegate can no longer attend and they advise us less than 14 calendar days before the course date, 100% of the course fee will be payable.

5.CANCELLED COURSES

- Mo-Sys Academy has the right to cancel a course after acceptance of nominations. In this event Mo-Sys Academy will reimburse in full any course fees paid and Mo-Sys Academy's liability will be limited to the value of the course fees paid.

6.IN-HOUSE - CANCELLATIONS

- If the client chooses to cancel an in-house course 7 calendar days or less before the course date - 40% of the agreed course fee is due, plus any non-refundable expenses or development costs already incurred by the presenter.
- If the client chooses to cancel an in-house course 30 calendar days or less before the course date - 20% of the agreed course fee is due, plus any non-refundable expenses or development costs already incurred by the presenter.

7.FAILURE TO FINISH A COURSE

- If the client chooses not to complete a course they start, they will not be due any reimbursement of course fees.
- If the client is unable to complete a course that they start due to illness, they will not be due any reimbursement of course fees. However, Mo-Sys Academy will book the client on the next available course and the fees due for this course will be 50% of the normal course fees.