

This page (together with the documents referred to on it) tells you ("you" means the party contracting with SR Supply Chain Consultants Ltd for Courses) the terms and conditions on which we ("we", "us" or "SRSCC" means the SR Supply Chain Consultants Ltd) supply training courses and events ("Courses") and is to be read in conjunction with our General Terms & Conditions which can be found on our Registration form and Course Handbooks. If there is an inconsistency between any of the provisions of these terms and conditions and the General Terms, the provisions of these terms and conditions shall prevail. Please read these terms and conditions carefully before booking any Courses.

You should understand that by booking any Courses, you agree to be bound by these terms and conditions. You should print a copy of these terms and conditions for future reference.

1. **Booking Courses or events** will only be processed and accepted on receipt of a completed and signed SRSCC registration form. In response each delegate will receive a formal booking confirmation and acceptance on the course. Until the booking confirmation is received the delegate has not made a reservation.
2. **Description and pricing of Courses.** Although we make every effort to ensure the prices listed are correct, mistakes may sometimes be made. If a mistake is discovered in the price of the Course that you have booked prior to confirmation of your booking, we will tell you and give you the option of either reconfirming your booking at the correct price or cancelling your booking. In this instance, if we are unable to contact you or we receive no reply from you your booking will be cancelled. SRSCC reserves the right to change prices listed without notice. SRSCC also reserves the right to refuse to supply to any individual or company.
3. **Assessment Entry.** It is the responsibility of the delegate to ensure that they are entered for the appropriate assessment by the CIPS exam entry deadline. If you require SRSCC to enter you for the assessments you must notify us in writing – additional fees apply.
4. **CIP Membership.** It is the delegates responsibility to ensure they have a valid CIPS student membership. This is required in order to enter for assessments and work towards the qualification. Delegates must ensure that the contact details held by CIPS are up-to-date.
5. **Cancellation of Courses** SRSCC reserves the right to amend or cancel any Course, Course times, dates or published prices. Changes to Course prices, times and dates will be advised before the Course start date and any Course already paid in full will not be subject to the increased price. As a Course may be cancelled up to four weeks prior to its start date, we recommend that delegates do not make travel or accommodation arrangements before this time. Any travel or accommodation costs incurred are entirely the delegate's responsibility. SRSCC does not accept any liability for reimbursement of any costs incurred whatsoever in relation to its training Courses or events. Where a Course has been cancelled, delegates will be offered an alternative date for the same Course, a credit towards another Course or a refund.

We appreciate the ever increasing pressures of work and family life and therefore aim to be as flexible as possible.

Cancellations must be made in writing and are subject to the following conditions:

- More than 2 weeks notice - no charge
- 2 weeks notice - 30% of the cost
- 1-2 weeks notice - 75% of the cost
- Less than 1 weeks notice - 100% of the cost

Any books that have been ordered and exam entries processed are non-refundable. Refunds will not be given if a delegate has started the course and/or received course material.

6. **How to Pay.** If you require a PO ref to be quoted on your invoice please ensure you provide the relevant details at time of registration. Payment can be made by credit or debit card over the phone (except American express), by cheque or bank transfer. For bank details please email info@srscc.co.uk. Payment must be made within 30 days from the date of the invoice or if the booking is made less than 30 days before the Course date, payment is required before the Course date.
7. **Joining Instructions** including venue details and start times are sent out by email to the Course booker at least 10 (ten) days before the event. Once this has been done the services is deemed to have started under the Consumer Protect (Distance Selling) Regulations 2000.
8. **Copyright** All materials (“SRSCC Materials”) provided for SRSCC Courses including graphics, code, text products, software, audio, music and design are owned by SRSCC or SRSCC’s third party Course providers. No content in whole or in part of the SRSCC Materials may be copied, reproduced, uploaded, posted, displayed, linked to or used in any way without the prior written permission of SRSCC. Any such use is strictly prohibited and will constitute an infringement of the copyright and other intellectual property rights of SRSCC, or in the case of material licensed to SRSCC, the owner of such materials.
9. **Transfers** In the event that a delegate wishes to transfer his booking to another Course, a 10% administration fee will be charged if the transfer is requested between three to five weeks of the original Course date. For transfer requests made three weeks or less prior to the Course date, no refund can be made. Transfers can be made to any event within a 6 month period.
10. **Refunds** If you wish to exercise your right to cancel your booking, SRSCC will refund the fees paid according to the above cancellation policy. If payment for the order was originally made by credit card, any refund will be made back to the same card. If payment for the order was made by another method, such as cheque or bankers’ draft, a refund will be made by direct bank transfer to a bank account that you elect.
11. **Written communications** Applicable laws require that some of the information or communications we send to you should be in writing. We will contact you by e-mail or provide you with information by posting notices on our website and social media pages. For contractual purposes, you agree to this electronic means of communication and you acknowledge that all contracts, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.
12. **Non-EU Delegates** SRSCC welcomes delegates from overseas but if you are resident outside the European Union (EU) you should ensure that you have a valid visa and can comply with all immigration requirements before booking a SRSCC Course. Please note that SRSCC

training and events do not qualify you for a student visa or for entry to the UK or other EU countries. Visa information is given on www.ukvisas.gov.uk. If you wish to apply for entry to the UK you should contact your nearest British Mission that offers a visa service. A full list of UK Overseas Missions is given on www.fco.gov.uk. SRSCC cannot process bookings from outside the EU without full payment in advance. Once payment has been made, cancellation fees are payable in accordance with our terms and conditions. If you do not have a visa before applying and you are unable to obtain one, cancellation fees will be levied. Any travel costs or any other expenses whatsoever incurred are entirely the delegate's responsibility.

13. **Specific needs** SRSCC aims to ensure that its events are accessible to all. If you have any specific needs, please advise us at the earliest possible time and we will contact you to discuss your requirements. Please complete the 'Additional Information' section of the registration form detailing your requirements.
14. **Venues** are sourced and visited ensuring that SRSCC standards are met. Venues are normally hotels with good conference and leisure facilities or dedicated conference centres.
15. **Accommodation** If you require accommodation please contact 01772 282555 or email info@srscc.co.uk. Our customer service team will be able to recommend accommodation within a convenient distance. Special rates have been agreed at our Manchester training venues.
16. **Data Protection Statement** SRSCC is registered under the provisions of the UK Data Protection Act 1998 and keeps any personal data concerning you in confidence. A full description of the SRSCC Data Protection can be requested by emailing info@srscc.co.uk.
17. **Complaints Procedure** At SRSCC we are committed to providing a high standard of customer care. If you are not happy with any element of the service that you have received please contact 01772 282555 and speak to our Customer Service team. Further details on our Complaints Procedure can be found in our Course Handbook.

These terms and conditions shall be governed by and construed in accordance with the laws of England and you irrevocably submit to the exclusive jurisdiction of the courts of England.