



## **Training Course**

# **Terms and Conditions Agreement**

This agreement is made between

**Insynergi (UK) Limited**

And

<b>Delegates Name</b>	
<b>Address</b>	
<b>Course Type</b>	
<b>Course Date/s</b>	
<b>Agreement Dated</b>	

This is a very important document and should be read by all delegates prior to attending the course.

The following Terms and Conditions apply to all Training Courses provided by Insynergi (UK) Ltd.

### **1. Booking Information**

- All bookings must be confirmed by way of a deposit. Insynergi (UK) Ltd will not hold a place on a course until the deposit is received.
- On receipt of deposit Insynergi (UK) Ltd will send the delegate confirmation of receipt of deposit along with the course booking form and joining instructions for the course.
- All courses will be held in Swindon, Wiltshire unless alternative arrangements are made by a group of individuals or a company.
- Travel and Accommodation are the responsibility of the delegates and is not included in the course fee. Insynergi (UK) Ltd can provide information on hotels or guesthouses if required.

### **2. Payment**

- To confirm a place on a course a 50% non-refundable deposit is required
- For public courses, the course fee covers all course materials supplied over and above the study manuals supplied by the Institute of Financial Services and lunch and refreshments.

### **3. Cancellation**

- Insynergi (UK) Ltd public courses are run subject to a minimum number of delegates in order to maximise the learning experience. In the event of the minimum number not being achieved Insynergi (UK) Ltd may have to cancel the course. Any delegates booked on the cancelled course will be offered an alternative course or a full refund of all monies paid.
- For delegates who wish to re-arrange the course date/s, we are happy to try to accommodate the request, subject to a minimum of 4 weeks notice. The due date for the course fee balance will remain as originally agreed and an additional admin fee of £100 is chargeable.
- For cancellations by delegates the following rules apply:
  - More than 28 days prior to the course – loss of deposit
  - Less than 28 days prior to the course – no refund

### **4. IFS Examinations**

- Insynergi (UK) Ltd will arrange examination bookings. The delegate will be contacted prior to the course and exam venues and dates will be agreed.

### **5. Online Training Courses**

- Access to the Insynergi online system is only granted to the registered user, no other non-registered people are permitted access.
- Insynergi (UK) Ltd will provide the delegate with access to its online training system until they obtain the relevant enrolled qualifications up to a twelve-month maximum duration period starting from the date access was granted.
- Insynergi (UK) Ltd reserves the right to terminate any authorised access to the online system should it discover there has been any misuse of the system by the delegate.
- The Delegate understands that it is their responsibility to obtain the maximum usage from the Insynergi online training system.

### **6. Complaints Procedure**

- Our aim is at all times to provide you with an excellent service. However, if you are unhappy with our service for any reason, please contact us at our address below, by telephone on 01793 608806 or by email at: [admin@insynergiuk.co.uk](mailto:admin@insynergiuk.co.uk)

**Our Guarantee:**

*While every effort is made during the course to help the delegate achieve a pass in the relevant examination, Insynergi (UK) Ltd cannot guarantee that the delegate will pass the examination. The outcome of the examination depends on the delegates' ability to retain information and levels of concentration during the course and the relevant examination.*

*However, Insynergi (UK) Ltd guarantees that the delegate can resit the relevant course or course section free of charge, until a pass has been obtained subject to the following conditions:*

- *All examinations are sat within 10 working days from completion of the course (evidence of this may be requested).*
- *The delegate must contact Insynergi to request a course resit within five days of failing their examination, failure to do so will render this guarantee void and non applicable.*
- *Resit of the subsequent course takes place within 3 months of completion of the previous course (this is subject to course and placement availability and is at the sole discretion of Insynergi whose decision shall be final and binding).*
- *Insynergi reserves the right to accept or decline a delegate's course resit request if it does not feel the delegate has given their full attention to studying and passing the relevant examination.*
- *The delegate will be totally responsible for any examination resit fees payable and any additional accommodation costs.*

**Please note this guarantee does not apply to our online home study training courses.**

**Declaration**

I confirm that I have read and agree to be bound by these terms and conditions.

**AUTHORISED SIGNATORY**

**For and on behalf of Insynergi (UK) Ltd:**

SIGNED:

SIGNED:

PRINT NAME:

PRINT NAME:

DATED:

DATED: