

Terms & Conditions

CNet Training Limited (CNet)

Terms & Conditions

1. These are the terms on which CNet agree to accept the booking specified. They represent the entire agreement between you and CNet and by submitting the program application form or an official purchase order for our services you accept these terms and agree that any terms and conditions that you may supply or have supplied to CNet will not apply.
 2. CNet will, on receipt of an official purchase order or a completed program application form, issue an invoice, which must be paid 28 days prior to program commencement. Should you wish to cancel the booking please notify CNet in writing. For cancellations received prior to 28 days before the program commencement date, a full refund of the program fee will be paid. For cancellations received between 15 and 28 days before the program commencement date, 50% of the program fee will be refunded. No refund can be given and the full program fee remains payable in respect of cancellations received by CNet within 14 days of program commencement or in the event of non-attendance. For program date rescheduling requests received 28 days or more before the program commencement date, no charge will be made. For rescheduling requests received between 15 and 28 days before the program commencement date, 50% of the program fee will be charged. For requests to reschedule received within 14 days of program commencement date there will be no refund and the full program fee remains payable. Should you wish to send a substitute attendee you may do so, but please give as much notice as you can, including full details of the new attendee. Payments made under this condition 2 in the event of a cancellation represent liquidated damages intended to compensate CNet for losses sustained as a result of late cancellation.
 3. CNet reserves the right to refuse admission to any program when any payment due to CNet has not been received on the due date.
 4. CNet's advertised prices are subject to change at any time. Details of up to date prices are available from CNet. CNet may increase the price of an accepted booking by giving you notice in writing of the increase. The notice will specify that you may, within 30 days of receipt of the notice, give CNet a further notice cancelling the booking. All payments made will then be refunded in full and neither party will have any further liability to the other in respect of the booking. If counter notice is not given the increased fee will become due in full.
 5. CNet reserves the right to vary the location or the designated instructor at any program, but will ensure that alternatives are suitable for the purpose.
 6. In the event that CNet has to cancel a program for insufficient attendance or circumstance beyond their reasonable control notice will be given and CNet will, in full settlement of its liability to you, refund all payments made in full. CNet does not accept any liability for any travel or accommodation expenses that you may have incurred.
 7. All program material, documentation, handouts and similar items are subject to copyright owned by CNet and may not be reproduced in full or in part without the prior written consent of CNet.
 8. The names and details of attendees on all programs are confidential and you agree not to release such details concerning other attendees to any third party.
 9. Reasonable care has been taken to ensure that written material available at programs and the content of presentations, is correct as at the date stated in the written material. They take no account of updates in law or practice beyond that date. Written material should not be relied upon except by those who have attended a CNet program and should be read in conjunction with the instruction given at that program. CNet's total liability for any claim arising from any inaccuracy or omission in the material or the presentation shall never exceed £2,000,000 but CNet accepts no liability for consequential loss.
 10. You are responsible for yourself and your attendees whilst at CNet, the program location or in any accommodation suggested by CNet. You will indemnify CNet in full against any loss or damage cost or claim incurred by CNet as a result of your or their behaviour, acts or omissions. Any attendees who behave in a manner deemed by CNet to be disruptive to the program or to other attendees may be excluded from the program and no refund of fees will be made.
 11. Where a program involves online self-study modules, it is your responsibility to ensure that your systems and hardware are suitable to operate the online modules.
 12. CNet accepts no liability for personal effects, motor vehicles or other items brought on to CNet or program location premises by you or your attendees and you will indemnify CNet against any claim which may be made against CNet for their loss or damage.
 13. Save as provided in condition 9 and claims for death or personal injury caused by negligence, CNet accepts no liability for any claims howsoever caused including loss arising from the negligence of CNet and its agents and employees.
 14. Personal Data – All personal information collected will be processed by CNet in accordance with our privacy statement which is available on our website or on request.
- If you are providing information about other people by submitting this information you confirm to CNet that you have all necessary rights to share that information with CNet and shall indemnify and keep indemnified CNet from and against CNet's use of that information in accordance with our privacy statement.

PAYMENT TERMS

As stated above confirmation of a booking comprises of an official purchase order or a program application form. The program fee is payable in full no later than 28 days before the program commencement date.

Payments can be made by any of the following methods: Credit / Debit Card / BACS / Cheque.

Cheques should be made payable to 'CNet Training' and have the attendee name, program title and program date clearly written on the reverse. Bank details for BACS payments can be obtained from CNet Training and will be included with the invoice sent by CNet Training.

