

Our booking terms and conditions

Thank you for choosing to study with the NFCPS, Henley Crammer and/or LCPS: Here are the terms and conditions of booking that apply to all our CIPS Graduate Diploma tuition events:

1. Contract

The New Forest Centre for Purchasing Studies (NFCPS), Henley Crammer & London Centre for Purchasing Studies (LCPS) are commercial divisions of Cordie Ltd. By completing and submitting to us your booking request, you are confirming your intention to enter into legal relations with us. For the purpose of clarification, the contracting parties shall be Cordie Ltd (as the provider of tuition services) and either you or your employing organisation (as the recipient of tuition services).

All tuition services shall be carried out with reasonable skill and care, commensurate with that expected of a privately-owned provider of purchasing training and tuition services in the UK.

2. Payment terms

Full payment is required either within 28 days of the date of the invoice or three weeks before the start of tuition, whichever is the sooner (the relevant date is shown on the invoice). We reserve the right to refuse admission if payment is not received on time. Tuition materials shall not be distributed by us until we have received payment in full.

Unless otherwise stated on the booking form, payment must be made in pounds sterling.

3. Multiple booking discounts

Unless otherwise stated, any multiple booking discounts or any other reductions specifically mentioned in our publicity may not be used in conjunction with any other special discounts or offers that may be offered from time to time.

4. Transfers

We are willing to agree to transfer your booking to another event or date/venue of your choice on the following conditions. To avoid an additional administration charge, all transfer requests must be received, in writing, at least 28 days before the booked tuition event, stating the date and name of the tuition event to which you wish to transfer. For practical reasons, we do not accept transfers in excess of six months beyond the date of the original tuition event. Transfers will only be accepted if the original booking has been paid for. If necessary, we will allow you up to two transfers per booking.

The table below details the **additional** administrative charges for the transfer service, based on the cost of your original booking:

Transfer request:	Event
28 days before tuition commences	FREE
27-14 days before tuition commences	10%+VAT
13-7 days before tuition commences	40%+VAT
6 days before tuition commences	100%+VAT

If your request for transfer is accepted, an additional invoice will be sent to you to cover the administration charge plus any increase in course fee. Regrettably we do not offer credit notes or compensation for reductions in course fees as a result of transfer. Similarly, if you transfer your booking, you cannot subsequently cancel it – however you may make one further transfer. All additional transfers are subject to the same conditions and administration charges as above.

Six days or less prior to the event, your place may not be transferred, but a substitute delegate can be named at any time before the programme begins, provided they are registered with us as a student.

5. Cancellations

If for whatever reason you need to cancel your booking, your cancellation must be received, in writing, at least 28 days before the start of the tuition, stating the date and name of the tuition event to which you wish to cancel. If payment has already been made a credit note will be arranged for the same amount less any administration charges incurred. Credit notes can be redeemed as part payment for any of our services. If at the time of cancellation payment has not been made the booking will be cancelled from our system and we will send you a credit note against our original invoice less any administration charges incurred.

The table below details the additional administrative charge for the cancellation service, based on the cost of your original booking:

<i>Cancellation request:</i>	<i>Event</i>
28 days before event	FREE
27-21 days before the event	25%+VAT
20 -7 days before the event	40%+VAT
6 days before the event	100%+VAT

Please note that transferred bookings cannot be subsequently cancelled. Six days or less prior to the event, your place may not be cancelled, but a substitute delegate can be named at any time before the programme begins, provided they are registered with us as a student.

Failure to attend a course shall not be deemed to be a cancellation or transfer unless otherwise pre-agreed with us in writing.

6. Further information and queries

If you require any additional information about the nature, content or terms of our published services, then please contact our administration team directly on **0800 0197004**.

We aim to give a smart, friendly, flexible and professional service to all our customers. If, in the unlikely event that you are unhappy with any aspect of our service, then we respectfully ask you to express your queries or concerns directly to the Programme Co-ordinator on the above contact details. We will endeavour to service any personal or technical queries as promptly and efficiently as possible.

7. Important note

It may be necessary for reasons beyond our control to change the content and timing of the programme, individual events, the speakers, the date or the venue. In the unlikely event of the whole programme being cancelled, we will automatically make a full refund but hereby disclaim any further liability for any losses, consequential or otherwise. If an event takes place but you are unable to attend, whether for reasons within or beyond your control, the above conditions in relation to transfers and cancellations will apply.

All bookings on our tuition programme are subject to the above terms and conditions and your acceptance of them constitutes a legally binding contract under English law. You will be deemed to have accepted the terms and conditions (a) at the time of booking if using our website or (b) for bookings made in any other way, unless we hear from you specifically otherwise at the time of the booking. We are not bound to accept or agree any other terms and conditions of booking.