

IFQ LTD Qualifications Ltd (IFQ Ltd) Terms & Conditions

The following terms and conditions relate to all invoices raised by IFQ Ltd.

1. Payment Terms: Payment in full must be received by IFQ Ltd as cleared funds prior to the commencement of the private session, workshop or training programme. Failure to do so, without prior evidenced agreement, may result in the refusal access to the workshop or any individual session booked. **Please make note of items 9 and 10.**

2.1 Full Fee Payment Discount (5%): The 5% full fee payment discount is only available if paid in full 30 days prior to the commencement of the **IFQ workshop or IFQ Training Qualification Programmes** that you have registered onto. Any fees outstanding once that period expires will automatically incur the additional fee being the difference between the full fee payment discount (5%) price and the full listed course price.

2.2 Early Bird Full Fee Payment Discount: The early bird full fee payment discount is only available if paid in full by the advertised offer date (or via alternative agreement in writing) prior to the commencement of the **IFQ workshop or IFQ Training Qualification Programmes** that you have registered onto. Any fees outstanding once that period expires will automatically incur the additional fee being the difference between the full fee payment discount (5%) price and the full listed course price.

2.3 All discounted prepaid fees and deposits are non-refundable.

3. Cancellation Policy: Consumer Rights Act 2015 and Consumer Contracts Regulations 2014 - You have the right to cancel this contract within 14 days and receive a full refund of fees paid, minus the value of any service that is provided up to the point you cancel. To exercise this right, you must inform us of your decision to cancel this contract in writing by letter or email before the cancellation period of 14 days has expired. If, for any reason, you have to cancel an agreed booking after this period, IFQ must be notified in writing, and cancellation fees will apply as set out below:

Less than 1 month – 100%, Less than 3 months – 75%, More than 3 months – 50%

In exceptional circumstances fees may be transferred to another programme. This is entirely at the discretion of IFQ Ltd.

4. Force Majeure: IFQ Ltd will use its reasonable endeavours to carry out the contract as agreed but shall not be liable for the loss (whether direct or consequential) suffered by the client. In the event of IFQ Ltd being unable to complete the work in whole or in part due to matters beyond its reasonable control, which expression shall include (but shall not be confined to) illness, strikes, lock-outs or other labour disputes, shortage of materials, accident or break-down of motor vehicles or other forms of transport, errors in accommodation booking arrangements other delays in travel, riot, civil unrest or war.

5. Faculty & Trainer Commitments: Where a specific trainer is scheduled to run a training session and is unable to fulfil this commitment IFQ Ltd will make reasonable efforts to replace him/her with another experienced trainer.

6. Limitation of Liability: IFQ Ltd shall not be liable for any indirect or consequential losses suffered or incurred by the client including without limitation loss of profit, loss of goodwill, loss of contract or loss of opportunity and where applicable our liability to compensate the client shall not in any event exceed the amount we recover under any professional indemnity insurance policy in relation to the claim. The client recognizes that the limitations of liability contained in this clause are reasonable in that the fees quoted by us are dependent upon such limitations being incorporated in each contract made with the client.

7. Copyright: IFQ Ltd retain the copyright on any materials that we might supply, unless a specific agreement is made in writing to assign any rights to the client.

8. Faculty & Trainer Commitments: Where a specific trainer is scheduled to run a training session and is unable to fulfil this commitment IFQ Ltd will make reasonable efforts to replace him/her with another experienced trainer.

9. Late Payment Fees: All invoices are payable within 14 days of issue. We reserve the right to add a £50.00 late payment admin fee on all invoices that are not paid within 14 days and an additional simple interest charge at a rate of 8.5% per day on any invoices remaining unpaid 14 days after issue. (N.B. All fees must be paid prior to commencement of services as per item 1).

10. Contractual Terms and Conditions: All booking forms filled in by delegates (this includes agreements in email or writing) and/or any payments paid by delegates and received and/or banked by IFQ Ltd terms of Deposit or Booking Fees, are deemed as acceptance of these Contractual Terms & Conditions.