

**SEARCHLIGHT SOLUTIONS LIMITED ("the COMPANY")  
CONDITIONS OF SALE FOR OPEN MARKET TRAINING**

**1. DEFINITIONS**

In these conditions, except where the context otherwise requires, the following words shall have the meanings set opposite each respectively:  
 The "Buyer" – the person, firm or company with whom the Company contracts;  
 The "Contract" – the contract made or to be made between the Company and the Buyer;  
 The "Services" – the provision of services (including but not limited to training services) in accordance with the Contract.

**2. PAYMENT**

The workshop fees must be paid in full at the time of the booking. The Company reserves the right to re-allocate the course place to another delegate if the fees are not paid on time. Failure to receive the course fees in adherence with these terms means that the Company reserves the right to refuse entry to the delegate or request payment on the day of the training at the Company's sole discretion.

**3. LATE PAYMENT**

In the event of late payment, the Company reserves the right to charge interest on all outstanding amounts at the rate of 2% per calendar month or part thereof from the last date that payment was due to the date that payment is made.

**4. FEES**

All fees will be confirmed to the Buyer before confirmation of the booking is made.

**5. TRANSFERRING PLACES/CANCELLATION OF BOOKING**

Should the Buyer wish to cancel the booking, transfer the booking to an alternative course or replace the delegate, please contact the Company as soon as possible on 01372 361177 or email [training@ssluk.net](mailto:training@ssluk.net). A £35 (+Vat) administration charge per delegate per day will apply to any changes made.

The refunding of any fees paid or due for the course will be subject to the charges laid out in the table below. Please note this does not affect the Buyer's statutory rights.

Notice given (Number of Working Days)	Charge (Percentage of course fees)
1 to 5	100%
6 to 10	50%
11 to 20	25% (subject to a £35 + Vat minimum charge)
21+	£35 (+ Vat) administration charge per delegate place

**6. CANCELLATION OF TRAINING BY THE COMPANY AND CHANGES TO CONTENT**

The Company will use all reasonable endeavours to deliver courses in accordance with the information provided. However the Company reserves the right to cancel courses in appropriate circumstances. These normally occur only when there are insufficient delegates to make the course viable. However there may be other instances beyond the Company's reasonable control, which make it necessary for a course to be cancelled at any time. In all these cases, the Company will use its reasonable endeavours to provide a suitable alternative course and to minimise inconvenience to delegates. If a course is cancelled by the Company, any fees paid to the Company will be refunded in full unless a suitable alternative course has been provided. The Buyer is advised not to book any transport tickets or hotel accommodation until receiving confirmation that the course is proceeding (which will be with the issuing of the full Joining Instructions) as the Company is unable to reimburse these if the course is cancelled.

The course content is continuously updated and improved and the Company reserves the right to alter any of the content without prior notice.

**7. CHANGE OF TRAINER**

Whilst every reasonable effort will be made to use the services of a requested or nominated trainer, the Company reserves the right to substitute an alternative trainer at its sole discretion.

**8. COPYRIGHT AND CONFIDENTIALITY**

All content and material relating to the Company training is confidential and all materials are copyrighted. By requesting us to undertake training for you the Buyer undertakes to use the materials for their own purposes only and not to sell, lend or give them to anyone else. Any form of copying of materials is prohibited. The recording (audio or visual) of any Company training courses is prohibited. Any person who attempts to record any presentation will be considered in breach of copyright.

**9. COURSE NOTES AND TRAINING**

The notes and training for the courses cannot be relied upon for legal interpretation. Neither the Company, its agents, employees, trainers or consultants can accept responsibility for delegates' actions, or those of other people reading the course notes or interpreting the training in litigation, or responsibility for any loss incurred as a result of relying on the training or the training notes

**10. GOVERNING LAW AND JURISDICTION**

This contract shall in all respects be governed by and construed in accordance with English law, and the Company and the buyer shall submit to the exclusive jurisdiction of the English Courts.