



IGC TERMS AND CONDITIONS

These terms and conditions apply to the use of this website. By accessing this website and/or placing an order, you agree to be bound by these terms and conditions. Using this website indicates that you accept these terms and conditions regardless of whether you choose to register with us or order from us or not. If you do not accept these terms and conditions, do not use this website.

The website is operated by:

Integritas Global Consultancy (IGC) Ltd is a company registered in England and Wales. Our company registration number is 09390544. We are VAT Registered.

1. Introduction

1.1 You will be able to access most areas of this Website without registering your details with us. Certain areas of this Website are only open to you if you register.

1.2 We may revise these terms and conditions at any time. You should check this Website from time to time to review current terms and conditions because they are binding on you. Certain provisions of these terms and conditions may be superseded by expressly designated legal notices or terms located on particular pages of this Website. If you do not wish to accept any new terms and conditions after we have given notice, you should not continue to use this Website.

2. Entering into a business relationship and payment for services

Companies using Train to Gain Funding

2.1 A business relationship for those companies making a referral for train to gain funding is entered into once you have notified us that you have been successful in your application and we have invoiced you for the course(s) you have reserved. When we despatch the confirmation the purchase contract will be made even if your payment has not been processed immediately, unless we have notified you that we do not accept your order or you have cancelled your order.

Companies not using Train to Gain Funding

2.2 You are deemed to have entered into a business relationship with us once you have accepted our confirmatory email detailing the placement on a training course or by requesting one or more of the services that we provide. When we despatch the confirmation the purchase contract will be made even if your payment has not been processed immediately, unless we have notified you that we do not accept your order, or you have cancelled your order.

Payment

2.3 A deposit of 50% of the total course fee is to be made within 24 hours of receiving a course booking confirmation email to reserve a place on a course. Full payment for courses (other than



the CSI Stage 1 and CSI Stage 2 courses (see 2.4. below)) is to be made in full 10 working days prior to the commencement of any course. If a course booking is made 10 working days before the commencement of a course, then full payment must be made 24 hours after receiving a course confirmation email. Payments are to be made via bank transfer or PayPal¹ on receipt of an invoice.

2.4 In relation to the CSI Stage 1 and CSI Stage 2 courses, payment of 50% of the course will be required to make a reservation. The remaining 50% is to be paid in full 20 working days prior to the course. Payments are to be made via bank transfer or PayPal² on receipt of an invoice.

2.5 Payment for consultancy services is to be made within 30 Working days of the receipt of the invoice. Payment can be made via debit or credit card or via bank transfer. Cheques are to be made to Integritas Global Consultancy Ltd and forwarded to our company address.

Refusal of an Order

2.6 We may refuse to accept an order:

- a. Where places are not available;
- b. Where we cannot obtain authorisation for your payment;
- c. Where we have not received payment as detailed in paragraphs 2.3 and 2.4 above;
- d. If there has been a pricing or product description error; or
- e. If you do not meet any eligibility criteria set out in our terms and conditions.

3. Pricing

3.1 All fees are excluding VAT.

3.2 Our prices are reviewed periodically, and the next review will be on 01/04/2019.

4. Cancellation policy

4.1 IGC Ltd prices its training very competitively and short notice cancellations mean loss of revenue, which eventually has to be recovered in increased fees to future candidates. In addition, cancelled bookings deprive other people of places on courses that would otherwise be available to them. We therefore have a strict policy of charging where cancellation takes place at short notice.

4.2 Reservation Payment: In the event of cancellation by participants or organisations, refunds as follows:

- 40 working days prior to the course – refunded 50% of the original value including VAT, where applicable (100% of the reservation payment).
- 30 working days prior to the course – refunded 25% of the original value including VAT where applicable (50% of the reservation payment).

¹ Will incur an additional administration fee.

² Will incur an additional administration fee.



4.3 Full Payment: In the event of cancellation by participants or organisations, refunds as follows:

- Greater than 10 working days prior to the course - refunded 75% of the original value including VAT, where applicable.
- Less than or equal to 10 working days prior to the course - refunded 50% of the original value including VAT, where applicable.
- Less than or equal to 5 working days prior to the course - no refund will be made.

If you are facing difficulties with attending a course, please communicate with us so that, where possible, we can make appropriate alternative arrangements.

4 Rescheduling

5.1 Individuals may reschedule to another course, but this will be subject to payment of 25% of the original value including VAT.

5.2 Rescheduling must be requested more than 10 working days before the course start date and must the rescheduled course must occur within 3 months of the original course date, subject to availability.

5.3 Rescheduling within 10 working days will be treated as a cancellation (see para 4 above).

5 Substitution

6.1 Individuals may substitute themselves on a course at no charge but must take full responsibility for ensuring that all course documentation is passed to the new participant. The individual substituting themselves is also to ensure that the new participant meets any prerequisites for the course.

6.2 Due to the intensive nature of the training and the preparation required, substitution must be made at least 5 working days of the course. Failure to do this will be treated as a cancellation (see para 4 above).

6 Prerequisites

6.3 Individuals attending some of our courses may be required to complete pre-course reading and/or assessments and are strongly encouraged to undertake this to successfully complete the course. In some cases, a pre-entry knowledge test may be required to ensure that individuals are at the required academic standard to complete the course.

7.2 All students, with the exception of Home Office Police Officers and Police Staff **MUST** obtain a Disclosure and Barring Service certificate (<https://www.gov.uk/request-copy-criminal-record>) and hand it to the course directing staff on the day the course commences.

6.4 Furthermore, an electronic copy of the certificate is to be forwarded to admin@igcuk.com no less than 2 weeks prior to the commencement of the course. Please note you will not be able



to commence the course unless you are in possession of this certificate and will be asked to leave and you may waiver your right to any reimbursement of course fees. Additionally, you are to bring 2 x current passport sized photographs.

7 Licence

8.1 You are permitted to print and download extracts from this Website for your own use on the following basis:

- a. No documents or related graphics on this Website are modified in any way;
- b. No graphics on this Website are used separately from accompanying text.

8.2 Unless otherwise stated, the copyright and other intellectual property rights in all material on this Website (including without limitation photographs and graphical images) are owned by us or our licensor(s). For the purposes of these terms and conditions, any use of extracts from this Website other than in accordance with clause 8.1 above for any purpose is prohibited. If you breach any of these terms and conditions, your permission to use this Website automatically terminates and you must immediately destroy any downloaded or printed extracts from this Website.

8.3 Subject to clause 8.1, no part of this Website may be reproduced or stored in any other website or included in any public or private electronic retrieval system or service without our prior written permission.

8.4 Any rights not expressly granted in these terms are reserved.

8 Service access

9.1 While we endeavour to ensure that this website is normally available 24 hours a day, we will not be liable if for any reason this Website is unavailable at any time or for any period.

9.2 Access to this website may be suspended temporarily and without notice in the case of system failure, maintenance or repair or for reasons beyond our control.

9 Visitor material and conduct

10.1 Other than personally identifiable information, which is covered under the Privacy Policy, any material you transmit or post to this website will be considered non-confidential and non-proprietary. We will have no obligations with respect to such material. We and our nominees will be free to copy, disclose, distribute, incorporate and otherwise use such material and all data, images, sounds, text and other things embodied therein for any and all commercial or non-commercial purposes.

10.2 You are prohibited from posting or transmitting to or from this website any material:

- a. That is threatening, defamatory, obscene, indecent, seditious, offensive, pornographic, abusive, liable to incite racial hatred, discriminatory, menacing, scandalous,



inflammatory, blasphemous, in breach of confidence, in breach of privacy or which may cause annoyance or inconvenience;

- b. For which you have not obtained all necessary licences and/or approvals;
- c. Which constitutes or encourages conduct that would be considered a criminal offence, give rise to civil liability, or otherwise be contrary to the law of or infringe the rights of any third party, in the UK or any other country in the world: or
- d. Which is technically harmful (including, without limitation, computer viruses, logic bombs, Trojan horses, worms, harmful components, corrupted data or other malicious software or harmful data).

10.3 You may not misuse the Website (including, without limitation, by hacking).

10.4 We will fully co-operate with any law enforcement authorities or court order requesting or directing us to disclose the identity or locate anyone posting any material in breach of clauses 10.2 or 10.3.

10 Links to and from other websites

11.1 Links to third party websites on this website are provided solely for your convenience. If you use these links, you leave this Website. We have not reviewed all of these third-party websites and do not control and are not responsible for these websites or their content or availability. If you decide to access any of the third-party websites linked to this Website, you do so entirely at your own risk.

11.2 If you would like to link to this website, you may only do so on the basis that you link to, but do not replicate, the home page of this Website, and subject to the following conditions:

- a. You do not remove, distort or otherwise alter the size or appearance of the IGC logo;
- b. You do not create a frame or any other browser or border environment around this Website;
- c. You do not in any way imply that we are endorsing any products or services other than our own;
- d. You do not misrepresent your relationship with us nor present any other false information about us;
- e. You do not otherwise use any IGC trademarks displayed on this Website without our express written permission;
- f. You do not link from a website that is not owned by you; and
- g. Your website does not contain content that is distasteful, offensive or controversial, infringes any intellectual property rights or other rights of any other person or otherwise does not comply with all applicable laws and regulations.

We expressly reserve the right to revoke the right granted in clause 11.2 for breach of these terms and to take any action we deem appropriate.

11.3 You shall fully indemnify us for any loss or damage we or any of our associate companies may suffer or incur as a result of your breach of clause 11.2.



11 Registration

12.1 You may register to the Virtual Learning Environment (VLE) via www.vle.igcuk.com.

12.2 Each registration is for a single user only. We do not permit you to share your user name and password with any other person nor with multiple users on a network.

12.3 Responsibility for the security of any passwords issued rests with you and if you know or suspect that someone else knows your password, you should contact us immediately.

12.4 We may suspend or cancel your registration immediately at our reasonable discretion or if you breach any of your obligations under these terms and conditions.

12 Disclaimer

13.1 While we endeavour to ensure that the information on this website is correct, we do not warrant the accuracy and completeness of the material on this website. We may make changes to the material on this website, or to the products and prices described in it, at any time without notice. The material on this website may be out of date, and we make no commitment to update such material.

13.2 The material on this website is provided "as is" without any conditions, warranties or other terms of any kind. Accordingly, to the maximum extent permitted by law, we provide you with this website on the basis that we exclude all representations, warranties, conditions and other terms (including, without limitation, the conditions implied by law of satisfactory quality, fitness for purpose and the use of reasonable care and skill) which but for these terms and conditions might have effect in relation to this Website.

13 Liability

14.1 We, any other party (whether or not involved in creating, producing, maintaining or delivering this website), and any of our group companies and the officers, directors, employees, shareholders or agents of any of them, exclude all liability and responsibility for any amount or kind of loss or damage that may result to you or a third party (including without limitation, any direct, indirect, punitive or consequential loss or damages, or any loss of income, profits, goodwill, data, contracts, use of money, or loss or damages arising from or connected in any way to business interruption, and whether in tort (including without limitation negligence), contract or otherwise) in connection with this website in any way or in connection with the use, inability to use or the results of use of this website, any websites linked to this website or the material on such websites, including but not limited to loss or damage due to viruses that may infect your computer equipment, software, data or other property on account of your access to, use of, or browsing this website or your downloading of any material from this Website or any websites linked to this website.

14.2 Nothing in these terms and conditions shall exclude or limit our liability for;



- a. Death or personal injury caused by negligence (as such term is defined by the Unfair Contract Terms Act 1977);
- b. Fraud;
- c. Misrepresentation as to a fundamental matter; or
- d. Any liability which cannot be excluded or limited under applicable law.

14.3 If your use of material on this Website results in the need for servicing, repair or correction of equipment, software or data, you assume all costs thereof.

14.4 You agree to indemnify us fully, defend and hold us, and our officers, directors, employees and agents, harmless from and against all claims, liability, damages, losses, costs (including reasonable legal fees) arising out of any breach of the terms and conditions by you, or your use of this Website, or the use by any other person using your registration details.

14 Governing law and jurisdiction

15.1 These terms and conditions shall be governed by and construed in accordance with English law. Disputes arising in connection with these terms and conditions shall be subject to the exclusive jurisdiction of the English courts.

15.2 The products that are for sale on this Website are appropriate for use within the United Kingdom and maybe available for use outside of the United Kingdom dependant on local laws and customs. It is prohibited to access the Website from territories where the contents are illegal or unlawful. If you access this Website from locations outside the United Kingdom, you do so at your own risk and you are responsible for compliance with local laws.

15 Miscellaneous

16.1 You may not assign, sub-licence or otherwise transfer any of your rights under these terms and conditions.

16.2 If any provision of these terms and conditions is found by any court of competent jurisdiction to be invalid, the invalidity of that provision will not affect the validity of the remaining provisions which shall continue to have full force and effect.

16.3 Only the parties to these terms and conditions may seek to enforce them under the Contracts (Rights of Third Parties) Act 1999.

16 Miscellaneous

16.3 If you want to request information about our privacy policy, if you have a complaint or wish to execute a right, you can contact us by:

Post: IGC, Office 26, Ocean Village Innovation Centre, Ocean Way, Southampton, SO14 3JX

Email: admin@igcuk.com



INTEGRITAS GLOBAL CONSULTANCY

Tel: 03302 232 014.

17.2 IGC is registered with the Information Commissioner's Office under registration reference: ZA218928

17 Changes to the policy

This policy was last updated on 12 Nov 2018.