

Cordie Study Centre Booking Terms and Conditions

1. Contract

By completing and submitting your booking, you are confirming your intention to enter into legal relations with us. All bookings on our Study Centre Programmes are subject to these terms and conditions. You will be deemed to have read, understood and accepted them by ticking the box provided on Cordie's online booking platform or submitting a signed booking form in hard copy format.

Acceptance of these terms and conditions constitutes a legally binding contract under English Law and this represents the entire agreement between us. We are not bound to accept or agree to any other terms and conditions of booking, including those incorporated within any Purchase Order you may submit as part of your booking. For the purpose of clarification, the contracting parties shall be Cordie Ltd (as the provider of the services) and either you or your employing organisation (as the procurer of the services). You should print a copy of these terms and conditions for future reference.

2. Description and Pricing 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 procurement training and tuition services in the UK. Although we make every effort to ensure that the prices listed for our tuition services are correct, mistakes may sometimes occur. If a mistake is discovered within your booking, we will inform you and give you the option of either reconfirming your booking at the correct price or withdrawing it. We reserve the right to change prices listed without notice. We also reserve the right to refuse to supply to any individual or company. Fees quoted are exclusive of VAT, which will be shown separately on the invoice.

3. Booking Errors

You are solely responsible for the accuracy of the information you submit within your booking. In particular, with regards to your CIPS membership number. You warrant to indemnify and hold harmless Cordie in respect to any errors you make and their subsequent consequences.

4. Additional Services

If you wish to order CIPS official course books or arrange your CIPS examination fees via Cordie then please indicate this on your booking. Pricing for these additional services is subject to change so please consult the current price list before placing your booking. CIPS operate strict deadlines for booking exams. Receipt of your booking by Cordie does not guarantee you an examination place. Please check with us when these booking periods are so that you can request and pay for the exam fee in time for us to process your exam booking with CIPS. Any exam bookings requested outside of these periods will not be accepted by Cordie. Your exam booking will only be confirmed by Cordie after we receive confirmation from CIPS. Please note that these additional services are non-refundable and non-transferable under any circumstances.

5. Payment Terms

Online bookings are payable in advance at the time of booking. For other methods of booking, a VAT invoice will be sent to cover your payment. Full payment is required within 14 calendar days of the date of the invoice. We reserve the right to cancel your booking if payment is not received on time. We will not order any CIPS official course books, book any exams for you or distribute any tuition materials until we have received payment in full. Unless otherwise agreed payment must be made in UK pounds sterling.

6. 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.

7. Transfers

You may transfer your tuition booking to an alternative date and/or location provided that you give at least 30 calendar days' written notice and your transfer request applies to the same study unit. One transfer request can be made per booking and will only be accepted if the original tuition booking has been paid in full. If you transfer your tuition booking, you cannot subsequently cancel it. All tuition transfer requests falling outside of these conditions will be regarded as a cancellation. Alternatively, you may allocate your place to a substitute delegate provided that they are registered with us as a student. All additional services booked are non-transferable.

8. Cancellation

All cancellations must be received in writing and are subject to a pre-notified administration charge of £100 +VAT, together with any cancellation charge as detailed in Clause 9.

8.1 Cancelling Online Bookings

If you have booked online, you are entitled to a 14 calendar day cancellation "cooling off" period under the terms of the Consumer Contracts Regulations 2014. The cooling off period begins on the date of your booking. If you cancel your booking during the cooling off period, then you are entitled to a full refund. Where any tuition services have been received in part or full during the cooling off period, you will only be entitled to a refund for the tuition services that remain outstanding. All cancellations received after the cooling off period will be subject to the administration and cancellation charges detailed in Clause 9.

8.2 Cancelling Non-Online Bookings

All non-online bookings do not attract a cooling off period. Where payment has been received, a credit note will be issued for the relevant amount less the administration charge and any applicable cancellation charge as detailed in Clause 9. If, at the time of cancellation, payment for the services has not been received, the booking will be cancelled from our system and we will issue a credit note against our original invoice. Credit notes are redeemable against all Cordie services.

9. Cancellation Charge

All cancellations incur the £100 +VAT pre-notified administration charge plus a cancellation charge that is calculated according to the amount of notice we receive. This table details the relevant cancellation charge:

Cancellation Request:	Cancellation Charge:
30 calendar days or more before the event	£100 administration charge (+VAT) only
14 – 29 calendar days before the event	£100 administration charge plus 30% of the original tuition fee (+VAT)
13 calendar days before the event	100% of the original tuition fee (+VAT)

In the event that a multiple booking is cancelled, we shall apply the cancellation charge to the nearest forthcoming tuition date and credit back any remaining fees less the administration charge. Please note, if you cancel a multiple booking you will forfeit any multiple booking discount that was applied. CIPS official course books and examination fees are all non-refundable and cannot be credited back to you.

10. Failure to Attend

Failure to attend the tuition services for whatever reason will be deemed a 'no show' and will not attract the terms of cancellation or transfer unless otherwise pre-agreed with us in writing. You will still be charged for these services whether you attend or not.

11. Copyright

All materials ("Cordie Materials") provided for the tuition services including graphics, code, text products, digital products, software, audio and design are owned by Cordie, or other third-party providers such as CIPS. No content in whole or in part of the Cordie Materials may be copied, reproduced, shared, disseminated, uploaded, posted, displayed, linked to or used in any way without the prior written permission of Cordie. Any such use is strictly prohibited and will constitute an infringement of the copyright and other intellectual property rights of Cordie, or in the case of material licensed to Cordie, the owner of such materials.

12. Data Protection

Cordie is a registered 'data processor' with the UK's Information Commissioner and in accordance with the General Data Protection Regulations 2018 for the processing and storage of customer's personal data. Your personal data will not be used for any other purpose other than to deliver the tuition services and any additional services booked. The data will not be disclosed to any external sources other than CIPS without your written consent (unless there is a legal obligation to do so).

The information within your booking will be retained by Cordie on a secure database and in secure cabinets. Please inform us in writing if you wish to have your personal data removed and/or to exercise your 'right to be forgotten'. For further information please refer to Cordie's full Privacy Statement. A copy of which is available on our website www.cordie.co.uk

13. Important Note

It may be necessary for reasons beyond our control to change the content and timing of the tuition services including the entire programme, individual workshops, the speakers, the date or the venue. In the unlikely event that we cancel the whole programme we will automatically make a full refund, but hereby disclaim any further liability for any losses, consequential or otherwise.

14. Further Information and Queries

If you require any additional information about the nature, content or terms of our published services then please contact us directly. 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 us. We will endeavour to service any personal or technical queries as promptly and efficiently as possible.