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## **ISCVE Training Courses Terms and Conditions for Delegates**

### **1. Course Bookings**

Completion of the registration form, emailed or telephoned confirmations to the ISCVE, constitutes a confirmed contract and acceptance of these terms and conditions.

### **2. Description of Course**

It is the duty of the delegate, or their booking representative, to make sure in advance that the course they book is suitable for their requirements and should communicate with the ISCVE if there is any doubt.

### **3. Specific Needs**

ISCVE try to ensure that their training courses are accessible to all. It is the duty of the course delegate or their booking representative to alert the ISCVE at least 10 days in advance of the course if they have any specific dietary, access, or other special requirements relating to their attendance at a training course.

### **4. Intellectual property rights and copyright**

All materials used for the course, including course notes, graphics, text and design, are the intellectual property or copyright of the ISCVE and must not be reproduced, copied, uploaded or linked without the prior written agreement of the ISCVE.

### **5. Payment Terms**

All fees are payable 30 days from receipt of invoice, or 7 days prior to the date of the training course, whichever is sooner.

### **6. Cancellation Policy**

All fees are payable in full in the event of cancellation, postponement, or non-attendance by a delegate. If necessary, delegates names can be substituted 7 days prior to the date of the training.

## **7. Course Cancellation**

ISCVE reserves the right to change, cancel, or reschedule courses when necessary. In the event ISCVE are forced to postpone or cancel an event, the customer will be offered the choice of a full refund, to book the re-scheduled course or to book an alternative course. If the option to book an alternative course is taken, and that course has a higher cost, the difference in price will be due as per our stated payment terms in 5. above.

ISCVE will not be held responsible for any direct, or indirect expenses, or for any loss of time, earnings or business or for any travel or hotel expenses that could be incurred should the decision be made to cancel or postpone any course or event.

## **8. Late arrival or early departure**

ISCVE are unable to accept any responsibility for adverse weather, traffic conditions, sickness or any other circumstances which affect the delegate's ability to attend a course in full or in part. Delegates arriving late may join the course at the point at which they arrive, however ISCVE are unable to repeat content that has been missed or restructure the rest of the course and no refund shall be given in part or full.

If a delegate leaves a course before it is finished, no refunds will be given in part or full or under any circumstances for missed tuition.

## **9. VAT**

All payments to ISCVE are subject to the addition of VAT, applicable at the current UK rate.

## **11. Data Protection**

The ISCVE is bound by the UK Data Protection Act 1998 to keep any information supplied by the attendee safe and no data will be made available to any third party other than for the purposes of processing a payment