



# UML Training Courses from CRaG Systems

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## CRaG Systems Terms and Conditions

### This Agreement & Parties

This agreement is made between us, CRaG Systems of 2a Hayes Avenue, Bournemouth, Dorset, BH7 7AD and you, the client, person, partnership or company making the course booking directly or via your authorised representative. The individual making the course booking electronically via our website, by email or in writing and the directors of the company or partners of the partnership making the booking will be personally liable for any commitments made but not fully met by themselves or their organisations, especially if these organisations cease trading and monies remain owing to CRaG Systems. The agreement shall come into effect once we receive from you either a completed online enrolment form or an email (or other written) confirmation that you wish to accept a quotation or offer made by us to provide training or services. Any conditions submitted, proposed or stipulated by you in whatever form and at whatever time, whether written or oral, are expressly waived and excluded. No change made by you to this agreement or terms shall be binding unless specifically highlighted by you to us and agreed in writing by us.

### Payment Terms

All fees will be subject to VAT at the current rate. Purchase orders will be accepted from verifiable bone fide organisations including PLCs, LLPs, limited companies and registered charities. These will be invoiced on terms of strictly 30 days after the course. Otherwise payment will be required against the supplied invoice by 5pm on the Monday prior to the week of the start of the course either by personal cheque or by electronic transfer. Credit and debit card payments are not currently available. CRaG Systems reserves the right to invoice for partially completed work where the total amount of work requested spans more than a single week.

### Cancellation or Postponement by Client

You may cancel your enrolment on a public scheduled course free of charge up until 5pm on the Monday prior to the week of the start of the course. After that a 50% cancellation fee will apply. Cancellations and postponements of on-site (in-house) courses must be notified in writing immediately, and must be received at our offices at least 16 working days prior to the course date. Specially discounted courses cannot be cancelled by the client without loss of 100% of fees due to be paid or paid in advance. Penalty Fees may be incurred by you as a percentage of the published course fees of the particular course being cancelled or postponed at the date of the course, depending on the notice period given prior to the course date : 16 working days : 100% of published course fee payable 17-29 working days : 50% of published course fee payable 30 working days + : 0% penalty.

### Transfers & Substitutes

Transfers to other courses may be possible depending on availability but these will be on a standby basis only. Cancellation fees may still apply if sufficient notice is not provided as above. All transfers will be chargeable at £30 per delegate to cover administration. Substitute delegates with suitable experience may be sent at short notice, and no charges will apply.

### Cancellation & Rescheduling by CRaG Systems

CRaG Systems reserves the right to cancel or reschedule a course or service or part thereof at any time. In the event of CRaG Systems having to cancel or re-schedule a course or service, you will be offered an alternative course date or the option to withdraw from the course or service. We cannot take responsibility for any travel, accommodation or other costs incurred by the client as a result of cancellation or re-scheduling by us.

### Copyright

All copyright and other intellectual property in all material which we prepare for use prior to or during the course, including marketing and course notes, shall be and remain vested in us. You cannot duplicate or use any materials given to you for distribution to others by electronic or other means.

## **Course Facilities**

For on-site (in-house) courses the client is expected to provide an appropriate venue, equipment and refreshments. Required equipment includes an SVGA/XGA projector and screen, whiteboard or flipchart and at least one computer per two students loaded with a suitable UML case tool (not seminars). For public courses, CRaG Systems will provide the venue, refreshments and a buffet style lunch. Students on public courses are expected to provide their own laptops preloaded with a suitable case tool. In exceptional circumstances CRaG Systems can provide a suitable laptop for a public course student provided that prior arrangement has been made. Printed course manuals with copies of all presentations, exercises and solutions are provided for each student.

## **Course Content**

The current course content is detailed in a course outline which may change from time to time, and should be confirmed when booking. We endeavour to address all parts of the course as detailed in the course outline, but this cannot always be guaranteed. The instructor may reduce/eliminate hands-on labs or other detail from certain topics in order to ensure that more topics can be covered in the time available, or may eliminate some topics completely in order to spend more time on topics deemed to be of priority by the instructor. We may, if possible, change course content at the request of delegates provided this is agreeable to most delegates or is felt to be necessary by the tutor. Duration of courses can be changed by the instructor depending on the number of delegates, the speed of the class and aptitude of delegates. Courses start at 9.30am on the first day and 9.00am on subsequent days. An hour is normally allocated for lunch. Courses finish by 5.00pm each day. If timescales are truncated through no fault of CRaG Systems, then clients must accept that it may not be possible to cover all the material in the usual depth.

## **Delegate Experience & Behaviour**

Delegates are expected to behave professionally at all times during the course. Drunk and disorderly behaviour will not be tolerated. Delegates must fulfil the minimum requirements specified in the course. Failure to adhere to these pre-requisites will impact our ability to deliver the course effectively. Inexperienced, under qualified, over experienced and over qualified delegates may attend courses but must realise that the benefits gained will be limited and that instructors cannot normally change course content and depth to suit these delegates, unless by prior arrangement. We reserve the right to exclude delegates from the course (without refund of fees) at any time if they cause interruptions or delays for the above or any other reasons, or if their qualifications and current experience are impacting on our ability to deliver the course as originally intended. We reserve the right to stop a course (without refund of fees) should delegates misbehave, cause interruption or should their experience and qualifications be such that we cannot continue to deliver the course as originally intended in terms of content and depth. All claims made against us by other clients or delegates as a result of such delays or interruptions will be chargeable to those causing the delays.

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