

# DevOps Educate Booking Terms & Conditions and Cancellation Policy

## Booking

For current courses, costs and dates (if public schedule), please refer to our website.

Before booking onto the course, please ensure you have read the course content to ensure that the course will meet your training needs and that you are able to meet pre-requisites, where stated.

If a course registration/booking form is completed by an individual other than the named candidate then it is the responsibility of the employer to ensure the candidate is suitable for the course and has the relevant experience.

Upon receipt of your booking form or Purchase Order, and subsequent payment your place(s) will be confirmed.

**Important note:** Ranger4's acceptance of your booking brings into existence a legally binding contract between us on these terms and conditions. Any term sought to be imposed by you in any purchase order or correspondence will **not** form part of the contract.

## Purchase Orders

Purchase orders may be accepted in lieu of payment at time of booking at Ranger4's sole discretion.

Acceptance of purchase orders is subject to Ranger4's prior approval for credit terms. Customers must first supply a completed Customer Information Form upon request.

Purchase orders shall not be accepted from any customer at any time during which the customer's account is placed on "stop" due to default.

## Invoicing and payment

Course fees are payable upon booking unless a valid, authorised Purchase Order is provided and accepted. Substitution of another delegate is acceptable on the condition that written notification of the substitution has been received by us prior to the course date and an administration fee of £30 plus VAT has been paid.

If the individual named on the booking form is unable to attend, and cannot or does not wish to transfer their place to another candidate, a percentage of the fee paid may be accepted as payment towards a place on the same or another course that takes place within 6 months following the originally booked event. The amount of the course fee transferred is displayed below.

Calendar days notice before the start date of the course	Fee to transfer to a new course
29 calendar days or more	£30 exc VAT administration fee
Between 15 and 28 calendar days (inclusive)	50% of registration fee
Between 1 and 14 calendar days (inclusive)	No transfer available. No refund given.
Failure to attend	Treated as late cancellation and no fee will be transferred

Delegates of Public Schedule courses are only permitted to one course transfer or substitution per booking. After this the full fee will be charged.

In the event of there being insufficient numbers booked onto a Public Schedule course Ranger4 reserves the right to cancel or postpone the course.

In the event of cancellation of a Public Schedule course by Ranger4, we will endeavour to inform all participants a week before the course is due to take place, although please be aware that this is not always possible. All course fees paid will be reimbursed in full, or the payment will be transferred in full to another Ranger4 course. Ranger4 shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.

Invoices will be sent via email to the name and address provided on the booking form or Purchase Order and must be paid within 30 days of the invoice date or not later than 1 working day prior to the start of the course, whichever date occurs soonest (the “due date”).

Payment can be made in GBP (£) by BACS or via local currency via Paypal and credit/debit card via Paypal.

If any amount properly due to Ranger4 under or in connection with these terms and conditions remains outstanding beyond the due date Ranger4 may:

- a. charge interest on the overdue amount at the rate of 8% per annum above the base rate of Santander from time to time (which interest will accrue daily until the date of actual payment, be compounded quarterly, and be payable on demand); or

b. claim interest and statutory compensation pursuant to the Late Payment of Commercial Debts (Interest) Act 1998).

## Course Provisions

Accommodation and travel are the responsibility of the candidate. Customers are responsible for organising and paying for classroom space and lunch and refreshments when a course is held privately.

Lunch and refreshments are provided on all full day Public Schedule courses unless otherwise stated. The cost is included in the price quoted. Any special dietary requirements need to be notified in writing to Ranger4 in advance of the course commencing.

## Extenuating Circumstances

If you are unable to attend any of a Public Schedule course you are booked on due to extenuating circumstances you must inform Ranger4 in writing.

If you were unable to attend due to illness you must provide evidence in the form of a doctor's note.

## Force Majeure

Ranger4 shall not be liable to refund of fees or for any other penalty should courses be cancelled due to war, fire, strike lock-out, industrial action, tempest, accident, civil disturbance or any other cause whatsoever beyond their control.

## Course attendance and certification

Candidates will receive joining instructions via email to the email address provided on the booking form or by the company's course coordinator.

It is the responsibility of the individual completing the course registration/booking form or the company's course coordinator to ensure joining instructions are received by the candidate. Instructions will be sent via email to the email address provided on the booking form or by the course coordinator.

If the joining instructions are not received, it is the responsibility of the individual who completed the course registration/booking form to contact Ranger4 to arrange for them to be reissued.

Failure to attend the course will result in the full cost being incurred.

Ranger4 will send all correspondence primarily via email to the email address provided on the booking form or by the course coordinator. If alternative details are received after the booking form has been submitted, they will supersede the original details and all future correspondence will be sent to the new address.

No certificate(s) shall be issued whilst there is an outstanding balance (including interest on overdue balances and statutory compensation) due to Ranger4.

It may be necessary, for reasons beyond the control of Ranger4, to change the content and timing of the programme, the date, the venue or the tutor.

## Cancellations and Amendments

All requests for cancellations, amendments, reschedules and/or transfers must be received in writing. Changes will become effective on the date of written confirmation being received. The appropriate cancellation charge will apply based on the cost of your booking, as shown below. Amending or rescheduling a confirmed onsite booking constitutes a cancellation.

Calendar days notice before the start date of the course	Refund applicable
29 calendar days or more	Full refund minus a £30 exc VAT administration fee
Between 15 and 28 calendar days (inclusive)	50% refund minus a £30 exc VAT administration fee
Between 1 and 14 calendar days (inclusive)	No refund will be given
Failure to attend	Treated as late cancellation and no refund given

## Entire Agreement

These terms and conditions, together with the current Ranger4 website prices, course details and Ranger4 contact details, set out the whole of our agreement relating to the supply of the course and associated materials and services to you by Ranger4. These terms and conditions cannot be varied except in writing signed by a Director of Ranger4. In particular, no terms and conditions incorporated within your Purchase Order and nothing said by any person on behalf of Ranger4 should be understood as a variation of these terms and conditions or as an authorised representation about the

nature or quality of any goods or services offered for sale by Ranger4. Ranger4 shall have no liability for any such representation being untrue or misleading.