

## Terms and Conditions



### Summary

**Who we are.** We are The Lean Six Sigma Company, 3044BC Rotterdam, The Netherlands.

**How to contact us.** You can contact us by telephoning our customer service team at +31 (0) 10 22 22 860 or by writing to us at info@theleansixsigmacompany.com or visit our website at www.theleansixsigmacompany.com

**How we may contact you.** If we have to contact you, we will do so by telephone or by writing to you at the email address or postal address you provided to us in this booking form.

**How we will accept your order.** Our acceptance of your order will take place when we email you to accept it, at which point a contract for services will come into existence between you and us.

**If we cannot accept your order.** If we are unable to accept your order, we will inform you of this in writing and will not charge you for the product.

### Prices

**Where to find the price of the product.** The price of the product (which excludes VAT at the current rate) will be the price indicated on the order pages when you placed your order. We take all reasonable care to ensure that the price of the product advised to you is correct.

**What happens if we got the price wrong.** It is always possible that, despite our best efforts, some of the products we sell may be incorrectly priced. We will normally check prices before accepting your order so that, where the product's correct price at your order date is less than our stated price at your order date, we will charge the lower amount. If the product's correct price at your order date is higher than the price stated on our website/online store/brochure we will contact you for your instructions before we accept your order.

Prices do not include accommodation or travel costs.

**Payment.** Course bookings must be paid for in full at least 14 working days before the start of the course booked. Where a course is booked within 14 working days of the start of a course, immediate payment is required.

**We accept payment by the following methods:**

**Cheque:** Please make cheques payable to 'University of Bedfordshire Enterprises Ltd' and return to the address listed above.

**Invoices:** To be paid within 30 days of the invoice date.

**We can charge interest if you pay late.** If you do not make any payment to us by the due date we may charge interest to you on the overdue amount at the rate of 2% a year above the base lending rate of the Bank of England from time to time. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You must pay us interest together with any overdue amount.

**Exercising your right to change your mind.** For our courses bought online or over the phone you have a legal right to change your mind within 14 days after the day we email you to confirm we accept your order and receive a refund. However, once we have completed the services you cannot change your mind, even if the period is still running. If you cancel after we have started the services, you must pay us for the services provided up until the time you tell us that you have changed your mind. If you are booking a course within 14 days of the course start date, we will ask you to agree to the services starting immediately. This means, as stated above, you must pay us for services provided until the time you tell us you have changed your mind (e.g. exam fees, cost of workbooks, postage, reasonable administration costs etc.).

**Cancellation of bookings (where there is no right to change your mind).** Please tell us you wish to cancel your course booking by email, telephone or in writing to the address above. This means you will have ended the contract with us to provide the course.

In the event of cancellation the following charges apply within these periods:

- a. 14 days or less before the first day – 100% payment due
- b. 31-15 days before the first day of the course – 50% payment due
- c. 32 days or more before the first day of course – full refund given.

Should a delegate cancel on the day of the start of the event due to illness a Doctors certificate must be provided. Failure to provide a certificate will result in the 100% course fee being fully chargeable as per above. Should a certificate be provided we can transfer your booking to another course with no additional fees being incurred.

**Change of delegate detail and transferring of bookings.** No charge is made if a substitute person wishes to replace the original delegate. Please inform our office in writing of any change to the original booking. If a delegate wishes to transfer a booking to a later course there will be an administrative charge of 25% of the course fee if the change is made within 14 days of the original course date. If that transfer is then cancelled and/or the delegate fails to attend, the full course fee remains payable.

**Cancellation of courses by The Lean Six Sigma Company and changes to course content.** The information about courses provided in this website is intended to give potential applicants an overview of the programmes that The Lean Six Sigma Company intends to make available in the next academic year. Every effort is made to ensure that the information in the website is accurate. However, it may become necessary for the University to make changes, for example to programme content, course delivery and fees, due to legitimate staffing, financial, regulatory and academic reasons including (but not limited to) industrial action, lack of demand, departure of key personnel, change in government policy, withdrawal or reduction of funding, the requirements of the quality code of the Quality Assurance Agency or a change of law. The Lean Six Sigma Company will endeavour at all times to keep such changes to a minimum and to keep students informed appropriately.

If a course is not provided in whole or in part, The Lean Six Sigma Company will take such steps as are available to it to minimise the effect of any alteration or withdrawal. Such steps may include alterations to the delivery of teaching or assessment, the offer of a place on an alternative course or the offer to transfer to another course at The Lean Six Sigma Company or elsewhere.

You will be entitled to decline to accept the changes to the programme and withdraw but not to receive a refund for those parts of the programme that you have completed whether or not you have passed any assessment.

**Course notes and training.** The course notes and materials belong to The Lean Six Sigma Company. The notes and training for The Lean Six Sigma Company courses cannot be relied upon for legal interpretation. Neither The Lean Six Sigma Company nor its employees, trainers or consultants accept responsibility for delegates' actions, or those of other people reading the course notes or interpreting the training in litigation, or responsibility for any loss incurred as a result of relying on the training or the training notes.