



Relate Software Training Terms and Conditions

These Terms and Conditions pertain to the supply of Relate Software classroom training as advertised on our website www.relate-software.com, in social media, in printed advertising material and as detailed in our Training Brochure.

Definitions

'We'/'Us' mean Relate Software, the company providing you with the courses you booked.

'You' means the person attending the course.

Booking

You can book yourself in on one of our courses in the following ways:

- You can book via the website: This will involve you completing the relevant booking form on the website, giving us your personal information and submitting the details to us.
- You can book by telephone: This will involve you calling us, giving us the details of the course you wish to attend and your personal information and payment details and getting your agreement to proceed with the purchase.
- You can book by email: This involves you sending us an email, giving us the details of the course you wish to attend and your personal information, our accounts department will then call you for your payment details and to get your agreement to proceed with the purchase.

Course Confirmation

Regardless of which method you used to book and once your payment has been processed you will then receive a confirmation email, outlining the course details (date/location).

Course Fees

The course fee for Relate Accounts Production is €395.00 per person.

The course fee for Relate Company Secretary is €295.00 per person.

Payment

You agree to pay us the course fee in full and in advance of the course.

Course Manual

The training course manual provided to attendees on the course belongs to Relate Software. You are not permitted to copy it, modify it or reproduce it, in any format (hard copy or soft copy).

Rescheduling

We require a minimum of 3 confirmed attendees on the course for it to go ahead. If we cancel the course, you will receive an email at least 72 hours prior to the date of the course notifying you of the cancellation. You will then receive a phone call from one of our team re-scheduling the training course with you.



Cancelling

If you are unable to attend the course that you booked, then we will endeavour to reschedule your training to another course, subject to availability, however if it is not possible to reschedule and you need to cancel, these are the related charges:

- Less than 7 days notice there will be no refund of fees
- Greater than 7 days notice but less than 14 days notice then you will receive a 50% refund of fees (Relate Accounts Production €197.50 and Relate Company Secretary €147.50)
- Greater than 14 days notice you will receive a full refund (less an administration charge of €25)

Transferring

You may transfer your place on a course to another person; we would ask that you notify us in advance of the course with the contact details of the person attending. You should ensure that the transferee has the correct details of the course date and location.

Quality

We endeavour to provide the course in accordance with the detailed description on our website and other advertising material. We reserve the right to reformat our course material and website information at anytime.

Complaints

In the event that you are not satisfied with any aspect of your course please contact us in writing stating the name of the course attended, the date of the course, your contact details and your detailed complaint. Complaints should detail where the course delivered from how it was advertised.

Vouchers/Promotions

Vouchers are valid for their stated period. Only one voucher can be redeemed per course.