

# Terms and Conditions

ACCA UK's terms and conditions are set out in full below. Please read these Terms and Conditions carefully before purchasing a course and print off a copy for your records. By ordering an ACCA UK course, you are confirming your agreement to be bound by these Terms and Conditions.

## **BOOKINGS**

### **1. How to Book**

- 1.1. You can book:
  - 1.1.1. Online at <https://events.accaglobal.com>;
  - 1.1.2. By email to: [Professionalcourses@accaglobal.com](mailto:Professionalcourses@accaglobal.com); and
  - 1.1.3. By post to: Professional Courses, ACCA UK, 29 Lincoln's Inn Fields, London WC2A 3EE
- 1.2. We do not accept telephone bookings.
- 1.3. Email is not encrypted and therefore not a secure method of communicating payment details with ACCA. If paying by card, we suggest you do so online or via post. Card transactions are processed by Worldpay on behalf of the Certified Accountants Educational Trust (CAET).

### **2. Payment Terms**

- 2.1. Payments are accepted by cheque, BACS and the following credit cards; Mastercard, Visa, Amex, Maestro and Visa Debit. Cheques for ACCA UK events should be made payable to CAET.
- 2.2. When booking Professional Courses practitioners' events or when booking online, payment must be made at the time of booking. When booking Members' Network events or Professional Courses corporate, health or public sector events by post, fax or email an invoice may be issued and must be settled within 14 days or in advance of attendance at the event, whichever is sooner.
- 2.3. Payment must be settled in advance of attendance at any of our events; bookings made less than 14 days before an event must be accompanied by a cheque or credit/debit card payment.
- 2.4. ACCA events run through CAET are exempt from VAT\*. All other courses are subject to VAT at 20%.

### **3. Confirmation**

- 3.1. Events are reserved from the receipt of the booking request and payment by any of the above methods.

- 3.2. When booking online, a confirmation email will be sent to you within 24 hours.
- 3.3. When booking by email or post, confirmation will be sent to you within 14 days and will include a receipted invoice.

## **CANCELLATIONS**

### **4. Your Right to Cancel**

- 4.1. You have a right to cancel your purchase of the course within a period of 14 calendar days ("Cancellation Period") from the date on which ACCA confirms your booking on the course, subject to Clauses 4.4.
- 4.2. You must inform ACCA of your decision to cancel by using one of the following methods within the Cancellation Period:
  - 4.2.1. By email to: [Professionalcourses@accaglobal.com](mailto:Professionalcourses@accaglobal.com)
  - 4.2.2. By post to: Professional Courses, ACCA UK, 29 Lincoln's Inn Fields, London WC2A 3EE
- 4.3. On cancellation you will be entitled to a full refund of the fees.
- 4.4. Refunds will be made using the same method of payment as you used for the purchase and will be paid within 14 days of you informing ACCA of the cancellation. Your right to cancel and obtain any refund will be lost if you have given ACCA express consent to supply any services during the Cancellation Period and the service has been fully performed. If express consent has been given but the service is only part performed, you will be liable to pay for the services actually received.
- 4.5. Subject to clauses 4.1 to 4.4, no full refunds will be given for cancellations of bookings made less than ten (10) working days before the date of the event and payment in full will still be due.
- 4.6. Cancellations made pursuant to clause 4.5 shall be made in writing to ACCA and irrespective of the method of booking the cancellation shall incur a 10% event fee charge.
- 4.7. The 10% event fee charge applies to each event cancelled.
- 4.8. Where you have purchased courses at the multiple booking rate and attendance at one is subsequently cancelled, the remaining events will be charged at the standard rate. For example: where two events have been booked at the multiple booking rate and attendance at one is subsequently cancelled, the remaining event will be charged at the one event rate; where three events have been booked at the multiple booking rate and attendance at one is subsequently cancelled, the remaining two events will be charged at the two events rate.
- 4.9. If ACCA have to cancel the event, our liability shall be limited to a full refund of any event fees paid only. We will not refund any travel or accommodation costs associated with the cancellation of an event.

- 4.10. ACCA reserves the right to cancel or reschedule events without prior notice and to amend or alter published programmes, fees, venues and lecturers.

## **CHANGES TO YOUR BOOKING**

### **5. Substitute Delegates**

- 5.1. ACCA will accept substitute delegates without administration charges at any time subject to receipt of substitute delegate details and, where applicable, immediate payment of any additional fees due.
- 5.2. Notification of substitute delegates must be made in writing.

### **6. Transfers**

- 6.1. Bookings for Professional Courses events can be transferred to another event in the current schedule (to December 2015) providing subsequent events are not already fully booked.
- 6.2. 10% of the event fee will be charged on each event transferred.
- 6.3. No transfers will be accepted for requests made less than ten (10) working days before the date of the event.
- 6.4. Notification of transfers must be made in writing at least ten (10) working days before the start of the event, irrespective of the method of booking.

## **JOINING INSTRUCTIONS**

7. Joining instructions are usually sent at least five (5) working days before the start of an event. If you have not received your joining instructions three days prior to the event, please call the Professional Courses team on 020 7059 5910. ACCA will not be held responsible for non-receipt of joining instructions and refunds will not be issued under such circumstances.

## **ATTENDING THE EVENT**

### **8. Programme Changes**

- 8.1. It may be necessary for reasons beyond ACCA's control to change the content and timing of the programme, the speakers, the date or the venue at any time prior to the event date.

### **9. Course Papers/Delegate Pack**

- 9.1. In most circumstances, course papers will be issued on the day of the event. This documentation is made available only to those attending the event and should not be reproduced.
- 9.2. Course papers and delegate packs are provided for the sole use of the delegate and may not be reproduced whether in whole or part, shared

or distributed by any method whatsoever without prior permission of the copyright owner.

## **10. Travel**

- 10.1. ACCA accepts no liability if a delegate is unable to attend an event due to adverse weather conditions or any travel disruption. Refunds are subject to ACCA's discretion.
- 10.2. ACCA reserves the right to use venues which may incur a car parking charge and will not be liable to pay any charges incurred.

## **11. Dress Code**

- 11.1. There is no dress code; however, most delegates choose to wear smart casual clothing.

## **12. Certificates**

- 12.1. Certificates will be issued for attendance at all events. These are for your own CPD records.

## **13. Accommodation**

- 13.1. Events are usually non-residential, unless otherwise stated.
- 13.2. Delegates requiring accommodation should, therefore, make their own arrangements.

## **14. Special Requirements and Dietary Needs**

- 14.1. When booking online, delegates should complete the section on special requirements at the time of booking e.g. dietary, wheelchair access, etc.
- 14.2. When booking by any other method delegates are asked to notify Professional Courses at ACCA of any special requirements, in writing, at the time of booking a course or at least ten (10) working days before the start of the event. We will endeavour to accommodate your requests; however, please note this may not always be possible.

## **AFTER THE EVENT**

### **15. Delegate Feedback**

- 15.1. After the event, delegates should expect to receive a feedback form. We would ask this is completed and returned to us within seven days to allow us to continue to improve and tailor future events more closely to your requirements.

## **GENERAL**

### **16. Data Protection**

- 16.1. ACCA processes all personal information in accordance with the Data Protection Act 1998.

16.2. By completing the booking form you are consenting to your data being stored and processed for the provision of services and administration associated with the event including your name, title and email address.

ACCA may periodically send you promotional emails about upcoming events or other information which we think you may find interesting using the email address you have provided.

### **17. Limitation of Liability**

17.1. ACCA will not be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from attending events unless it is directly due to negligence on its part.

17.2. The copyright of all training material rests with the trainer or speaker, and ACCA may not be held responsible for any infringements as a result of plagiarism, libel, slander or any misuse of any material.