

Terms and conditions for customised on-site training

This agreement is made between Michael Unwalla trading as TechScribe and the *Client* specified in the project proposal or purchase order.

The Term, Services, Fees and other non-standard conditions are specified in the project proposal or purchase order.

The parties agree:

1. Cancellation

- a. If the Client cancels the training before the course is due to be delivered, 70% (seventy percent) of the full fee will be payable. If TechScribe has incurred travel and accommodation expenses, these will also be payable.
- b. Cancellation requests must be made in writing by post or email to TechScribe. Charges apply based on the date of receipt of the cancellation notice.

2. Re-scheduling

If the client requests that the training delivery is re-scheduled, we will endeavour to re-schedule to a mutually agreeable date. However, if the requested new date:

- a. Is earlier than the originally scheduled delivery date, we cannot guarantee that we will be able to deliver on the requested date.
- b. Is later than the originally scheduled delivery date, we will submit our invoice based on the originally scheduled delivery date.

3. Payment

Full payment must be received within 30 days of the date on our VAT invoice, which will be submitted such that payment is due two weeks after the originally scheduled delivery date.

For late payment TechScribe will charge the maximum amount permitted by law.

4. Confidentiality

All information supplied by either party to the other will be treated in strictest confidence.

5. Intellectual property

- a. The Client retains intellectual property rights on all its materials that are supplied to TechScribe.
- b. TechScribe retains intellectual property rights on all materials developed by us.
- c. All training material produced by us is copyright and must not be reproduced.

6. Law

This agreement is governed by the laws of England.

7. Circumstances beyond control

Neither the Client nor TechScribe shall be held responsible for circumstances beyond our reasonable control.