



ArtyIT

Web and Graphic Design • IT Training

## Terms & Conditions

Unless otherwise agreed in writing, the terms and conditions for the supply of Photoshop training are detailed below.

### Registration

Bookings can be made in the following ways:

- By telephone to 01732 455663
- By email to [bookings@artyit.co.uk](mailto:bookings@artyit.co.uk)
- By letter to 10 Bullfinch Lane, Riverhead, Sevenoaks, Kent TN13 2DY

Upon receipt of a booking, confirmation and an invoice will be issued.

### Payment Terms & Methods

Payment is due on receipt of invoice and must be made in full at least 14 days before the start date of the course. Accepted methods of payment are: cheque (made payable to **ArtyIT**) or funds transferral (bank details are given on the invoice).

Please note that your place on a course is not fully confirmed until payment has been received.

### Substitution & Cancellation

A delegate may be substituted on a fully paid course at any time before the course start at no additional charge. Any substitution must be notified in writing.

If notice of cancellation of a booking is given at least 10 working days before the course start date a full refund will be given. For cancellations made within 10 working days of the start of the course, no refund will be given but an alternative date can be arranged.

### Cancellations & Changes to Courses

ArtyIT will make all reasonable endeavours to ensure any training course for which bookings and full payment have been accepted is not cancelled; we reserve the right to cancel, change or re-schedule any course without prior notice.

If it becomes necessary for ArtyIT to cancel a course, irrespective of the amount of warning given, attendees will be offered alternative dates. If rescheduled dates are not suitable, ArtyIT will refund the booking fee in full.

### Help and Support

ArtyIT offers free telephone support strictly within the confines of course content. Telephone hours are from 9 a.m. to 7 p.m. Entitlement to free telephone support is limited to a period of 56 days from the date of course attendance, and a total of two hours' support time. Further support outside these constraints is chargeable at an hourly rate of £30.00.