

# Terms and Conditions for Anthias Scheduled Training Courses

**'Anthias'** means Anthias Consulting Limited  
**'Partner'** means a Partner of Anthias Consulting Ltd  
**'delegate'** means the attendee of the course; where the booking has been made by a Partner, 'delegate' means the Partner's customer or staff member.

1. All courses and material will be presented in native English language using high visual content, but the course assumes a reasonable understanding of English on every delegate's part.
2. All delegates must book onto Anthias training courses, using the course booking form. This may be submitted online via the Anthias website or sent via email to [courses@anthias.co.uk](mailto:courses@anthias.co.uk). If the delegate has a purchase order, then an electronic copy of the purchase order must also be provided.
3. All delegates are requested to complete a pre-course questionnaire as soon as possible in order to ascertain their level of knowledge. Contact will be made by the course instructor in case of any concerns prior to the course. The questionnaire must be returned a minimum of 2 weeks before the course start date.
4. Travel and accommodation information for the course venue and later a course agenda will be provided to the delegate.
5. Lunch and refreshments will be provided during training course hours and is included within the course fee.
6. A training manual including a full colour printout of the training course slides and practicals if applicable will be provided to each delegate at the start of the course. The handout of the training course slides can be provided electronically if preferred, please request when booking.
7. Feedback is required from each delegate. At the end of the course, a feedback form will be given to delegates for immediate completion. A follow-up questionnaire will be sent to all delegates 3 months after completion of the course attended.
8. A certificate will be given to each delegate who completes all parts of the course booked. Delegates must be present for the full duration of the course for a certificate to be provided. Where the delegate has been absent for part of the course, a certificate will only be provided for the full days attended.
9. Payment of course fees must be received a minimum of 2 weeks before the course start date. Full payment or a purchase order is required at the time of booking. The booking will be provisionally kept for 1 week, until payment or an electronic copy of the purchase order is received. When payment has been received in full, the delegate's place on the course will then be confirmed. If a purchase order is provided, full payment must be made within 30 days of the invoice, or 2 weeks before the start of the course, whichever is earlier.
10. Late bookings may be accepted if the booking can be processed in time and the course fees are paid immediately.
11. If payment is not received prior to the delegate attending the Course, Anthias reserves the right to refuse admission until payment has been received in full.
12. Course cancellation will incur a penalty of a deductible amount per person: minus an admin fee up to 8 weeks before the course start date; -50% up to 6 weeks before the course; -75% up to 4 weeks before the course; -100% up to 2 weeks before the course. Under exceptional circumstances, an alternative course may be offered without incurring any penalty. Where the course has been booked by a Partner, if the course is then cancelled by the Partner or their delegate, then the above cancellation policy will apply. The penalty may be waived if the Partner can fill the cancelled place with another delegate.
13. For classroom-based courses, a maximum of 15 delegates will be accommodated at any one time. For laboratory-based Hands-on courses, a maximum of 5 delegates will be accommodated on any course at any one time. For manufacturer-specific hardware and software courses, a maximum of 6 delegates will be accommodated on any course at any one time. Anthias reserves the right to cancel a course with a full refund of course fees, or provision of an acceptable alternative course, due to under subscription or other unforeseeable circumstances without incurring any due penalty. Course delegates will be notified at least 2 weeks in advance by email of any changes to the course schedule for which they have registered. Anthias will not be liable for any costs incurred by airlines or hotels as a result of any changes, or any implication of assignments at work for which training is required.
14. Course prices are exclusive of VAT. VAT will be charged at the standard rate of 20% for UK-based courses. Training courses running overseas may be subject to VAT rates applicable in that country.
15. Anthias welcomes delegates from overseas. Once full payment of the course has been received, a visa invitation letter can be provided, which states that a delegate is registered to attend a training course. Anthias has no influence over any embassy and is

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unable to guarantee that a visa will be granted. Delegates are solely responsible for obtaining a visa, and failure to do so will not make the delegate or delegate's company exempt from the cancellation penalty. Anthias recommends delegates from overseas book and pay for a course and apply for a visa well in advance of the course start date, so that if required a full refund minus an admin fee can be paid up to 8 weeks before the course start date.

16. Anthias does not accept responsibility for flights or hotel bookings or their cancellation policies. Delegates therefore book flights and hotels at their own risk. Delegates and their companies are responsible for ensuring they have adequate travel permits and visas for course attendance, as well as adequate travel and medical insurance cover.
17. Delegates are not permitted to bring samples onto the courses, there most likely will not be an instrument available to analyse such samples. We advise delegates to bring in their existing chromatograms for discussion instead (where appropriate, according to the course), although Anthias cannot promise to answer delegate's problems relating to their individual areas of work.
18. Anthias accepts payment by electronic bank transfer or credit card. Cash payments and cheques are not accepted. All payments must be made in British Sterling (GBP).
19. All invoices must be paid in full; bank commission charges and intermediary bank charges are not accepted.
20. Prompt payment is much appreciated. Anthias will exercise their statutory right to claim interest at 8% plus the Bank of England base rate, and compensation for debt recovery costs under the Late Payment legislation.
21. Our Privacy Notice details how we collect, use and protect personal data, and can be found on our website at [www.anthias.co.uk/privacy](http://www.anthias.co.uk/privacy).