

## **Alternotion Standard Terms and Conditions**

### **Courses and Seminars**

The course / seminar fee covers the course / seminar and materials. It does not cover accommodation, travel or meals. Where possible, we will provide help with information on these aspects.

Booking and payment for courses should be made at least three weeks ahead by cheque. Where seminars are booked as a set, the same conditions apply as outlined in this section for courses.

If you need to postpone a course booking please give us at least one week's notice. We make a small administration charge for this of £10. Postponements nearer to the start of the course (ie less than seven days) incur a 35% surcharge. This is because it is difficult to get new students on to courses in so short a timescale - even when we have waiting lists.

If you want to cancel a course, then for up to three weeks before the course there is no cancellation fee. Up to one week before the course the fee is 50% of the course fee. After that (ie less than seven days before the start of the course) there is no refund. You may choose to postpone your course for up to one year as an alternative, in which case the postponement rules apply.

There is no refund if you cannot attend a seminar, however please see the paragraph on emergency cancellations and postponements later in this section.

After you have made a course booking, you will receive a confirmation letter, together with all the details for the course, the location, what to bring and the course outline. Should we have to change location or date, we will inform you as soon as possible. We will also offer you the option to postpone or change to another course at no fee.

If you need to postpone or cancel courses because of an emergency, please let us know as soon as you can. Depending on circumstances (yours and ours) we may be able to waive part or all of the postponement or cancellation fee.

Late bookings are possible - provided we have the space. Please contact us directly (phone is probably best). In cases where there is no time to prepare and post out all the joining instructions, then between us we will figure out the best way to get you to the course and - if needed - help you find somewhere to stay.

### **Design Work**

In all cases where work is completed, delivered and paid for, we will supply a CD-ROM with all files (including originals), artwork etc for you or other design companies to use in the future.

All design work is quoted on a time and materials basis unless otherwise stated. However on fixed price work we reserve the right to re-quote should the customer's requirements change radically or too many times (in our view), either of which would greatly extend the work or involve large scale or very frequent re-design. We will inform you ahead of time if this seems likely.

We strongly advise you to thoroughly proof and check all design work before printing / uploading. Although all design work (web and print) includes a 30-day warranty period where changes due to our error will be made at no cost, any external costs incurred (such as re-prints) will be re-charged at cost.

If you decide to cancel work (or a part of a piece of work) after contracting for it, we will charge you for all work done to that date, plus incurred expenses (such as outside printers).

Invoicing and payments; invoicing is normally at the completion of a part of the work (for example a web site). Thus you should expect one invoice per 'part'. Payment is due within 14 days. We reserve the right to add interest at 2% above LloydsTSB base rate to outstanding accounts in excess of this period. Please note that we may ask for an initial part payment in some cases where significant up front work is required by ourselves. Staged payments may also be available on longer projects.

Please note that legally, copyright for all design work subsists with the design company (although of course content does not). We always grant the customer the right to use the design for their own use (or their own company's use) in any way they choose, provided such use is legal. This includes use by other designers in producing further work for you or your company.

### **Hosting**

Hosting contracts are annual, renewable and payable on the anniversary of the contract. The contract will be automatically renewed and payable unless we hear from you at least 30 days in advance.

**By ordering design work or hosting services, booking one or more courses or consultancy services you confirm your acceptance of these terms and conditions.**