

1. General

- 1.1. Architecting the Enterprise reserve the right to change the instructor(s) used in any course at any time.
- 1.2. Architecting the Enterprise reserve the right to change a scheduled course date at any time.
- 1.3. Substitutions are permitted for trainees at any time up to the start of an event.
- 1.4. Trainees who fail to turn up for a course or who miss significant periods of time during a course will not be eligible for a refund.
- 1.5. Trainees who miss significant periods of time during a certification course can not be certified until they complete a workbook covering the course material that they missed.
- 1.6. Trainees participating on a public course under the Training Passport scheme that do not attend all days of a course will still be considered to have used a full Training Passport place.

2. Financial

- 2.1. Architecting the Enterprise quotes prices and issues invoices in UK pounds (GBP), US dollars (USD), Euros (EUR) and Australian Dollars (AUD) only. The client must pay in the currency shown on the invoice.
- 2.2. Currency conversion charges from any other currency to that of the invoice is the responsibility of the client.
- 2.3. Any sales taxes relevant to the country where the course takes place will be added to the course fees in accordance with that country's tax regulations.
- 2.4. The client must pay in full or provide a purchase order before the start of any training event or shipment of any product or course materials.
- 2.5. With purchase orders Architecting the Enterprise will raise an invoice for the course fees and any certification / exam fees before the start of each training event.
- 2.6. The client must pay any invoice within 30 days of the date on the invoice.
- 2.7. Architecting the Enterprise will deem any invoice to be unpaid until the full amount of the invoice has been received.

Payment may be made by

- a) direct bank transfers
 - b) cheques (payment is only deemed to be received when the UK clearing bank clears the cheque)
 - c) recognised credit cards are Visa/Mastercard/Eurocard/Delta/Amex.
- 2.8. Course fees include training materials and appropriately qualified instructor(s).
 - 2.9. Course fees do not include the costs for travel, accommodation or any other costs incurred by any trainee in attending or completing the training.
 - 2.10. Architecting the Enterprise will only submit a TOGAF® certification request on behalf of a trainee who has satisfactorily completed a certification training course if the trainee has provided the required personal information and paid the certification fee in advance.
 - 2.11. Architecting the Enterprise reserve the right to review the pricing and take appropriate action when changes to course or exam specification occur beyond our control.
 - 2.12. All discounts, whether advertised or stated in correspondence, are mutually exclusive i.e. only one discount can be applied to any one booking.

- 2.13. Architecting the Enterprise will only submit a TOGAF® certification request on behalf of a trainee once the total course and certification fees have been paid in full.
- 2.14. Where an examination voucher is issued by Architecting the Enterprise, payment is required prior to Architecting the Enterprise releasing the exam voucher.
- 2.15. The examination voucher will be valid for 12 months.
- 2.16. Architecting the Enterprise may charge a "re-use" fee for any Architecting the Enterprise intellectual property used in the build and delivery of a client solution.
- 2.17. Late payment may incur penalty charges including removal of any discounts.
- 2.18. Architecting the Enterprise reserves the right to charge interest on late payments of invoices at a rate of 8% above the Bank of England's base rate.

3. Cancellation Policy

- 3.1. All cancellations must be received in writing.
- 3.2. No course fee charge is made for cancellations received more than 30 days before the start of an event unless payment is made by credit card – see below.
- 3.3. For cancellations received between 14 and 30 days before the start of a training event, Architecting the Enterprise will make an administrative charge of 10% of the fees plus any credit card payment charge – see 3.7.
- 3.4. For cancellations received less than 14 days before the start of a training event, Architecting the Enterprise will make an administrative charge of 75% of the fees plus any credit card payment charge – see 3.7.
- 3.5. Training Passport cancellations received more than 5 working days before the start of the relevant public course will not incur any administrative charges.
- 3.6. Training Passport cancellations received 5 or less working days before the start of the relevant public course will incur an administrative charge of 10% of the fees plus any credit card payment charge – see 3.7
- 3.7. Cancellation of credit card payments will incur an additional admin charge of 10% over and above any other cancellation charges.
- 3.8. Failure to cancel a Training Passport booking will result in the relevant number of places being deducted from the passport.
- 3.9. If Architecting the Enterprise cancels an event for any reason, then Architecting the Enterprise will refund the fees in the currency of the invoice. Architecting the Enterprise will not be liable for any travel, hotel penalties, inconvenience or material loss as a result of any cancellation.
- 3.10. Examination vouchers are non refundable.

4. Training Passports

- 4.1. Training Passports apply to public course places only
- 4.2. Training Passports can not be purchased in conjunction with any other public training offer.
- 4.3. Training Passports are valid for 12 months (the passport term).
- 4.4. The passport term starts from the date of payment and not from the date of order.
- 4.5. Training Passports are activated from the date of payment unless otherwise arranged between Architecting the Enterprise and the client.
- 4.6. Training Passport pricing includes certification fees.

- 4.7. Any Training Passport places that remain unused at the end of the passport term will only be eligible for a refund of the certification fee. Course fees will not be refunded on unused places.

5. Materials

- 5.1. The training material on this CD-ROM is based on original material produced by The Open Group – the originators of The Open Group Architecture Framework (TOGAF®).
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