

## 1. General

- 1.1. Trainees who fail to complete the training course or who do not pass the workbook/ exam will not be eligible for a refund.
- 1.2. The student must complete the course within three months of the start date. The start date is deemed to be the date that the student first has access to the self-study materials. Architecting the Enterprise will make three attempts to warn the student when this course period has ended. Where the three month period has lapsed it is the student's responsibility to request for an extension and provide the reason for their request.
- 1.3. Architecting the Enterprise reserves the right to charge individuals an additional fee of 15% of the course fee for a 30 day extension.

## 2. Financial

- 2.1. Architecting the Enterprise quotes prices and issues invoices in UK pounds (GBP), US dollars (USD), Euros (EUR), Australian dollar (AUD), Canadian Dollar (CND) and New Zealand Dollar (NZD) 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 will be added to the course fees in accordance with that country's tax regulations.
- 2.4. The client must pay in full or where agreed 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 the training. The client must pay any invoice within 30 days of the date on the invoice.
- 2.6. 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.
- 2.7. Course fees include training materials. Certification or exam vouchers are charged in addition to this.
- 2.8. Where applicable, Architecting the Enterprise will only submit a TOGAF® 8 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.
- 2.9. Where applicable, Architecting the Enterprise will only provide TOGAF® 9 exam vouchers once payment for these has been received.
- 2.10. Architecting the Enterprise reserves the right to review the pricing and take appropriate action when changes to course or exam specification occur beyond our control.
- 2.11. All discounts, whether advertised or stated in correspondence, are mutually exclusive i.e. only one discount can be applied to any one booking.
- 2.12. Late payment may incur penalty charges including removal of any discounts. (Refer to cancellation policy)

- 2.13. The examination voucher will be valid for a maximum of 12 months and is issued approx 30 days from the date that the course materials are sent to the delegate.
- 2.14. 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 penalty fee is charged for cancellations received more than 30 days before the start of a course unless payment is made by credit card. In the case of credit card payment, any charges levied will be recuperated – also see 3.5
- 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 - also see 3.5.
- 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 - also see 3.5.
- 3.5. Cancellation of credit card payments will incur an additional admin charge of 10% over and above any other cancellation charges.
- 3.6. If Architecting the Enterprise cancels the course 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 inconvenience or material loss as a result of any cancellation.
- 3.7. There will be no refund for any student who does not complete a self-study course. This includes students who become inactive during or fail to complete the course exercises in the allotted time.
- 3.8. Where issued examination vouchers are non refundable.

### 3.9. eLearning materials

- 3.10. The training material is based on the Architecting the Enterprise training program.
- 3.11. The accredited course based on original material produced by The Open Group – the originators of The Open Group Architecture Framework (TOGAF®).
- 3.12. Training material has been prepared, maintained, updated and distributed by Architecting-the-Enterprise Limited, a company certified by The Open Group as a supplier of TOGAF® 8 Professional Services and TOGAF® 9 Accredited Courses.



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