

1. General

- 1.1. Architecting the Enterprise reserve the right to change the mentor(s) used at any time.
- 1.2. Substitutions are permitted for trainees at any time up to the start of an event.
- 1.3. Trainees who fail to complete the training course or who do not pass the workbook will not be eligible for a refund.

2. Financial

- 2.1. Architecting the Enterprise quotes prices and issues invoices in UK pounds (GBP), US dollars (USD), Euros (EUR) or Australian dollar (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 mentor(s).
- 2.9. 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.
- 2.10. Without exception, Architecting the Enterprise will only provide TOGAF™ 9 vouchers once payment for these have been received.
- 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. Late payment may incur penalty charges including removal of any discounts.
- 2.14. The examination voucher will be valid for 12 months.
- 2.15. 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. 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 a 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 travel, hotel penalties, inconvenience or material loss as a result of any cancellation.
- 3.7. Cancellation policy for self-study courses (eLearning/CBT etc.)
 - 3.7.1. The student must complete the workbook and send it to the assigned mentor for certification assessment within six 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 six-month period has ended. After these three attempts Architecting the Enterprise can no longer guarantee a mentor will be available or that certification will be possible.
 - 3.7.2. The student must not be inactive for more than ten weeks during the self-study period. Inactive is deemed to be when there is no contact with the mentor. Architecting the Enterprise will make three attempts to warn the student if this ten week period of inactivity arises. After these three attempts Architecting the Enterprise can no longer guarantee a mentor will be available or that certification will be possible.
 - 3.7.3. There will be no refund for any student who does not complete a self-study course. This includes students who become inactive during (see 3.10.2 above) or fail to complete the workbook in the allotted time as in 3.10.1 above.
- 3.8. Examination vouchers are non refundable.

4. eLearning materials

- 4.1. 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™).
- 4.2. This 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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