



CLAIMS CLASS 2-DAY INTENSIVE TRAINING COURSES TERMS AND CONDITIONS

1.0 Course Registration

1.0 Registration for the course involves two steps:

- 1.0.1 Completed registration form (online through EventBrite or offline registration using template provided).
- 1.0.2 Full payment prior to the course date (online through EventBrite or offline against invoice provided).

1.1 Registration for a course is not completed until both steps have been fulfilled.

1.2 Places on Claims Class courses are limited and as we reach capacity, those who have completed both steps for registration will be included on a first come first served basis.

1.3 If for unavoidable circumstances you are no longer able to attend a course, you may nominate someone to attend in your place for no extra charge. You must inform Claims Class of this change so that we can update the name badge, delegate pack and certificate details.

2.0 Early Bird Course Fees

2.0 Claims Class operates Early Bird promotions to reward those who register early.

2.1 The Early Bird course fee is categorised in two ways, firstly by individuals and secondly, by groups registering three or more individuals from one organisation.

2.2 The Early Bird course fee cut-off date for specific courses will be clearly displayed on our website and online registration tool, Event Brite. If registering offline, the cut-off date will be communicated to you via email during your correspondence with our registration team.

2.3 During the days leading up to the Early Bird course fee cut-off date, only the Early Bird course fee will be available for online payment. After this date, the full course fee will be applied without exception.

3.0 Course Fee Reductions for Institute Members

- 3.1 Various industry institutes help Claims Class to promote its courses by circulating information to their members and posting details of our courses on their websites. As a sign of appreciation, Claims Class therefore offers a 10% price reduction on the standard course fee to members from those institutes by way of promotional codes during the online payment process. In order to take advantage of this, it will be necessary to obtain the promotional code from the institute or organisation in question.
- 3.2 It is important to note that the 10% price reduction for institute members does not apply during the Early Bird period due to the fact that the Early Bird rate already includes a 10% discount. The discount will therefore only apply to the standard course fee rates.

4.0 Cancellation Policy

- 4.1 Due to the large amount of pre-organisation, administration and costs involved in organising our 2-Day Intensive Training Course, Claims Class operates a strict policy regarding cancellations.
- 4.2 The Claims Class Cancellation Policy is as follows:
 - 4.2.1 Cancellation 8 weeks prior to course date: Full refund
 - 4.2.2 Cancellation 6 weeks prior to course date: 75% refund
 - 4.2.3 Cancellation 4 weeks prior to course date: 50% refund
 - 4.2.4 Cancellation 2 weeks prior to the course date: 25% refund
 - 4.2.5 Cancellation less than 2 weeks prior to the course date: no refund
- 4.3 To give you an idea of the type of pre-organisation and administration involved, and to help you understand why we operate such a cancellation policy, we have included a list below of costs we incur when executing our 2-Day Intensive Training Courses:
 - 4.3.1 Course Venue Booking (we face cancellation charges with the hotel)
 - 4.3.2 Creating, printing and assembling delegate course packs
 - 4.3.3 Creating, printing and assembling delegate certificates of attendance



- 4.3.4 Purchase course books provided to course attendees
*(only applicable to *FIDIC Contract Module 1 – Practical Use of the FIDIC Contracts* course where we purchase The Red Book and The Yellow Book)
 - 4.3.5 Courier of course materials to course location
 - 4.3.6 Presenter travel and accommodation costs
 - 4.3.7 Support travel and accommodation costs
- 4.4 Claims Class reserves the right to cancel its courses up to 14 days before the course date. Under such circumstances, Claims Class will not be liable for costs associated with delegate travel and accommodation but will refund 100% of the course fee.