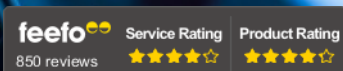




www.ilxgroup.com
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ILX Group Classroom Training Courses





Terms and Conditions

Our full terms and conditions can be found online at:

<https://www.ilxgroup.com/pdf/ilx-terms-and-conditions.pdf>

Our Contact details:

ILX Group plc

Unit 58, AG Tower, Jumeirah Lake Towers, Dubai, PO Box 643829

Phone: +44 (0) 1270 611 600

Email: contactus@ilxgroup.com

VAT Registration Number 166 523 696

MOMS Registration Number DK33508417

Classroom Courses, Cancellation and Transfer

Classroom courses and their respective exams must be attended within 12 months of the date on which they are purchased by the Customer.

The venue and date of the course will be as advised to the Customer at the time of booking. ILX reserves the right to change the location of the course and will advise the customer as soon as this change is known. ILX reserves the right to cancel or reschedule any course and will advise the customer as soon as this change is known. ILX will use all reasonable endeavours to avoid changes of this nature.

When this is unavoidable ILX will refund, in full, all monies paid by the customer, or at the customer's option apply all monies to a rescheduled or alternative course.

Customer Cancellations and transfers will only be accepted if made in writing and received at least four weeks before the start of a classroom course. Where the notice to cancel and or transfer is given is less than four weeks but more than two weeks, cancellations or transfers will incur a charge equivalent to 50% of the course fee. Where cancellations or transfers are made less than two weeks to the start of a course, a charge equivalent to 100% of the course fee will still be payable by the Customer. The Customer accepts that cancellations and transfers made with four weeks or less notice means that ILX will have difficulty in finding a new customer to take the customers place and that the above fees represent a real and fair pre-estimate of the costs and loss of profits ILX could have made had the customer not cancelled or requested to transfer.

Transfers beyond this point can be arranged but the Customer will be liable to pay a fee.

In respect of Blended Learning courses containing an e-learning and workshop or exam element, the Customer must attend the workshop and or exam element(s) within the Licence Period. Should the Customer fail to attend within this period then ILX reserves the right to charge the Customer another fee to book the workshop and or exam element, which will be charged at the market rate (in current).