

TRAINING PROGRAMMES - GENERAL TERMS AND CONDITIONS

1. The following General Terms and Conditions apply to the purchase of a training Service provided by the Commonwealth Telecommunications Organisation (hereafter CTO) or a third party as define under "Definitions" below.

Additional CTO terms and conditions may also apply.

Definitions

2. Client: Individual or legal entity acquiring or seeking to acquire through purchase or otherwise possession, or access to, Services offered directly by the CTO or through its Partners.

3. Partner: Any individual or legal third-party entity with whom the CTO jointly or in sequence offers a Service as defined below.

4. Service: Provision, or facilitation of access to, a training service free-of-charge or at a specified price.

Terms and Conditions

4. When purchasing a Service as provided by the CTO or its Partners, the Client is entering a legally binding contract with the CTO.

5. Additional terms by the CTO or its Partners may apply, wherever specified.

Quality of Service

6. The CTO will endeavour, as can be reasonably expected, as defined for each specific Service, to ensure that the Service delivered meets the Client's expectations.

7. Any Partners' Service is offered on an "as is" basis. CTO declines any responsibility resulting from the failure, poor quality, withdrawal, cancellation or otherwise of any such Service provided by its Partners (Also see "Withdrawal/Cancellations/Refunds" below).

Privacy

8. Information received by the CTO as part of the delivery of its services is treated in accordance with CTO Privacy Policy, as published on the CTO website at www.cto.int.

9. Transactions performed on the CTO website at www.cto.int or any extensions thereof are governed by

the United Kingdom laws. The CTO abides by United Kingdom data protection legislation.

Pricing

10. Unless otherwise stated, prices quoted by the CTO are in British Pound Sterling (GBP) and are subject to change without notice.

11. Unless otherwise stated explicitly, the purchase of Services offered at a fee becomes effective on receipt by the CTO of the correct amount of the Service sold.

Withdrawals/Cancellations/Refunds

12. Except in cases of *force majeure*, or where special additional rules may apply, withdrawals/cancellations of orders by the Client prior to the delivery of any Service as defined in Definitions above are subject to cancellation fees as defined below.

13. For withdrawals/cancellations made 31 days or more prior to the expected date of delivery of the Service, a refund of 90% of the purchase value of the Service will be made.

14. For withdrawals/cancellations made 30 days or less prior to the expected date of delivery, there shall be no refund.

15. The CTO reserves the right to withdraw/cancel the provision of any of its Services unilaterally. In cases where orders have been received and delivery of Services confirmed, the CTO shall limit its responsibility to a full refund of the payment received, within 60 days of the withdrawals/cancellations date.

16. In accordance with 13 and 15 above, refunds will be made by bank transfer to the bank account from which payment has been made. No refund shall be made in cash.

17. CTO reserves the exclusive right to amend these Terms and Conditions unilaterally.