

TERMS AND CONDITIONS

Booking a CPNI course

1. Booking a CPNI training course or event can be done by contacting the CPNI Events Team at trainingandevents@cpni.gsi.gov.uk
2. Bookings may only be made in respect of individuals who have been nominated by their organisation in accordance with CPNI's nomination process.
3. By Booking a place on a CPNI course or event you agree (on behalf of your organisation and the individual who is attending the course) to comply with these terms and conditions and in particular with the withdrawal, non-attendance and substitution provisions.

Cancellation of courses by CPNI

4. CPNI reserve the right to cancel or postpone courses because of a lack of numbers and/or for administrative reasons, prior to the joining instructions being issued. We recommend that organisation and individuals do not book travel and accommodation before receiving joining instructions.
5. Booking of travel or accommodation is entirely at the risk of the individual and/or their organisation. CPNI does not accept any liability for reimbursement of any costs incurred (of any sort whatsoever) by either an individual or the organisation employing them.

Withdrawal and non-attendance

6. CPNI courses are very popular and often heavily oversubscribed. Failure to turn up to a course and late cancellations result in CPNI running courses under capacity, as CPNI are not always able to fill these spaces. This has cost and resource implications. Before booking a place on a course or event, please ensure that the course date(s) are suitable for the individual in question.
7. In the event that you wish to withdraw an individual from a course or event after the booking has been confirmed with the CPNI Events Team, your nomination officer must email trainingandevents@cpni.gsi.gov.uk as soon as is reasonably possible.
8. A request to withdraw a delegate will be recorded as a withdrawal for the purposes of clause 12. At your request, the delegate may be placed on a waiting list to attend a subsequent course but there is no guarantee they will be offered a place.
9. Failure to attend a course without prior notification of withdrawal will be recorded as a "no-show".
10. Individuals attending a course are committing to attend the entire course. Requests to leave early will result in the individual being recorded as incomplete in CPNI records, which may have implications for issuing any certificates relating to the training, and/or (where applicable) for obtaining a pass for the course. CPNI also reserves the right to treat an early departure as a no-show for the purposes of clause 11 and 12.
11. If a CPNI course or event is over-subscribed, CPNI reserve the right to prioritise attendance by organisations that do not have withdrawals and/or no-shows recorded against delegates they have put forward.

12. If an organisation has three withdrawals and/or no-shows recorded in relation to a delegate or delegates it has put forward, CPNI will not accept further applications relating to that delegate for future courses or events.

Substitution of delegates

13. Bookings on CPNI courses and events are specific to the individual named in the booking request. A request by an organisation to substitute an alternative individual may be refused by CPNI at its sole discretion. CPNI may give preference to delegates from other organisations already on the waiting list. Any replacement delegate is subject to CPNI's nomination process in the same way as the original delegate.

Intellectual Property Rights

14. All materials provided for CPNI courses and events including text, graphics, design and software are owned by CPNI or CPNI's third party licensors. No content in whole or in part of the materials may be copied, reproduced, uploaded, displayed, linked or used in any way without the prior written permission of CPNI unless it is marked or indicated otherwise. Any such use is strictly prohibited and will constitute an infringement of the intellectual property rights of CPNI or its third party licensor.

Data Protection

15. By supplying any personal data relating to the individual attending the training courses, the organisation agrees (on its own behalf and on behalf of the individual) that CPNI may process the personal data as required to administer its training courses and events.

Limits of Liability

16. Without prejudice to clause 5, the aggregate liability of CPNI to any organisation or individual arising from or relating to these terms and conditions shall be limited to £500 (five hundred pounds). CPNI shall not be liable for indirect, special or consequential loss, however arising even if it has been advised of such potential loss the limitation does not apply to any liability that CPNI is not entitled to limit or exclude as a matter of law.
17. The organisation agrees to indemnify CPNI against any claim made or loss incurred by the individual that the organisation is sending to attend the course or event.

Governing Law

18. These terms and conditions are governed by English law and subject to the exclusive jurisdiction of the courts of England and Wales.