

Terms and Conditions for Anthias Training Courses

'Anthias' means Anthias Consulting Limited
'Partner' means a Partner of Anthias Consulting Ltd
'Delegate' means the attendee of the course; where the booking has been made by a Partner, 'delegate' means the Partner's customer or staff member.

'Face-to-face courses' means our training courses which take place at a physical venue.

'Live virtual classroom courses' means our training courses delivered live and online only, with no physical venue.

'On-demand virtual classroom courses' means our training courses available on-demand and online only, with no physical venue.

'Online' means either live or on-demand virtual classroom courses.

1. All courses and material will be presented in native English language using high visual content, but the course assumes a reasonable understanding of English on every delegate's part.
2. All delegates must book onto Anthias training courses, using the course registration form. This may be submitted online via the Anthias website or sent via email to courses@anthias.co.uk. If the delegate has a purchase order, then an electronic copy of the purchase order must also be provided.
3. For all online courses, access is only valid for those delegates booked using the registration process. Links to access the platform, course manuals and certificates on completion of the course will only be provided to these booked delegates. It is not permitted to share access to online courses, anyone found to be attempting to share access with unregistered people, may be faced with legal action.
4. All delegates are requested to complete a pre-course questionnaire as soon as possible in order to ascertain their level of knowledge. Contact will be made by the course instructor in case of any concerns prior to the course. The questionnaire must be returned a minimum of 2 weeks before the course start date for face-to-face courses and 24 hours before the link is sent for online courses.
5. For face-to-face courses, travel and accommodation information for the course venue will be provided to the delegate when payment is received.
6. For face-to-face and live virtual classroom courses the agenda will be provided to the delegate 1 week before the course starts.
7. For face-to-face courses, lunch and refreshments will be provided during training course hours and is included within the course fee.
8. A full colour manual, including the training course slides and practicals if applicable, will be provided to

each delegate at the start of the course, in the form of a printed copy for face-to-face courses and in electronic format for online courses. The practicals document should be printed for online courses by the delegate or their company.

9. For online courses, a computer is required with a good internet connection. We cannot accept any responsibility for poor connection from the delegate's side during the virtual course and will not be able to remove platform components, e.g. turn off the instructor's HD video camera, which will affect the experience of other delegates. Delegates will be required to download and install Adobe Connect software on their computer to make full use of the features of the virtual classroom and enhance the user experience, this software will have its own terms and conditions of use. Delegates can ask questions using a microphone as well as typing into the platform, therefore we recommend a headset for the best delegate experience.
10. Anthias' live virtual classroom courses will be recorded for training and quality purposes, in order to facilitate a one-time link for attendees to watch the recording in the event they have missed part of the live course and to provide on-demand access to the training course. Access given to On-demand virtual classroom courses is accessible for 3 months from the date the access is issued. For live virtual classroom courses, delegates must request access to the recording by email to courses@anthias.co.uk within two weeks of the end date of the course and will have access to the recording for 1 month. By registering for the course – please refer to our Privacy Notice for more information. The course duration advertised for training courses is the time allocated for the live courses including introductions, short breaks and questions, therefore recordings may be shorter in duration.
11. No recording of Anthias training courses is permitted by any delegates. Anyone found to be attempting to record or distribute any recordings, may be faced with legal action.
12. Delegates who have attended an On-demand virtual classroom course are required to either hand in their completed exercise document or to complete an online quiz, depending on the course attended. An online quiz is optional for live virtual classroom and face-to-face courses.
13. Feedback is required from each delegate. At the end of the course, a feedback form will be given, emailed or a link sent to delegates for immediate completion. A follow-up questionnaire will be sent to all delegates 3 months after completion of the course attended.
14. A certificate will be given to each delegate who

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completes all parts of the course booked. Delegates must be present for the full duration of the course for a certificate to be provided. Where the delegate has been absent for part of the course, a certificate will only be provided for the full days/modules attended. Certificates will only be issued upon completion of our feedback form and quiz (for On-demand courses) at the end of the training course.

15. Payment of course fees must be received a minimum of 2 weeks before the course start date for face-to-face courses, 24 hours before the start time for live virtual classroom courses, and before access is given for on-demand virtual classroom courses. Full payment or a purchase order is required at the time of booking. The booking will be provisionally kept for 1 week, until payment or an electronic copy of the purchase order is received. When payment has been received in full, the delegate's place on the course will then be confirmed. If a purchase order is provided, full payment must be made within 30 days of the invoice, or 2 weeks before the start of the course, whichever is earlier.
16. Late bookings may be accepted if the booking can be processed in time and the course fees are paid immediately.
17. If payment is not received prior to the delegate attending the Course, Anthias reserves the right to refuse admission until payment has been received in full.
18. Course cancellation will incur a penalty of a deductible amount per person: minus an admin fee of £30 + VAT up to 8 weeks before the course start date; -50% up to 6 weeks before the course; -75% up to 4 weeks before the course; -100% up to 2 weeks before the course. Under exceptional circumstances, an alternative course may be offered without incurring any penalty. Where the course has been booked by a Partner, if the course is then cancelled by the Partner or their delegate, then the above cancellation policy will apply. The penalty may be waived if the Partner can fill the cancelled place with another delegate. For an on-demand virtual classroom course, once the link to access the course has been sent, it will not be possible to cancel the booking and no refund will be issued.
19. For Classroom-based face-to-face and live virtual classroom courses, a maximum of 15 delegates will be accommodated at any one time. For face-to-face laboratory-based Hands-on courses, a maximum of 5 delegates will be accommodated on any course at any one time. For face-to-face Manufacturer-specific hardware and software courses and Applied courses, a maximum of 6 delegates will be accommodated on any course at any one time. Anthias reserves the right to cancel a course with a full refund of course fees, or provision of an acceptable alternative course, due to under subscription or other unforeseeable circumstances without incurring any due penalty. Face-to-face course delegates will be notified at least 2 weeks in advance and live virtual classroom course delegates 24 hours in advance by email of any changes to the course schedule for which they have registered. Anthias will not be liable for any costs incurred as a result of any changes, or any implication of assignments at work for which training is required.
20. Course prices are exclusive of VAT. VAT will be charged at the standard rate of 20% for UK-based and all online courses. Training courses running overseas may be subject to VAT rates applicable in that country.
21. Anthias welcomes delegates from overseas. For face-to-face courses, once full payment of the course has been received, a visa invitation letter can be provided, which states that a delegate is registered to attend a training course. Anthias has no influence over any embassy and is unable to guarantee that a visa will be granted. Delegates are solely responsible for obtaining a visa, and failure to do so will not make the delegate or delegate's company exempt from the cancellation penalty. Anthias recommends delegates from overseas book and pay for a course at least 3 months in advance of the course start date and then immediately apply for a visa, so that if required a full refund minus an admin fee of £30 + VAT can be paid up to 8 weeks before the course start date.
22. Anthias does not accept responsibility for flights or hotel bookings or their cancellation policies. Delegates therefore book flights and hotels at their own risk. Delegates and their companies are responsible for ensuring they have adequate travel permits and visas for course attendance, as well as adequate travel and medical insurance cover.
23. Delegates are not permitted to bring samples onto the courses, there most likely will not be an instrument available to analyse such samples. We advise delegates to bring in their existing chromatograms for discussion instead (where appropriate, according to the course), although Anthias cannot promise to answer delegate's problems relating to their individual areas of work. For live virtual classroom courses, delegates can ask questions live using their microphone, or by typing into the Q&A or chat boxes. For all online courses, delegates can email questions to the instructor following the training course.
24. Anthias accepts payment by electronic bank transfer or credit or debit cards which are processed by Worldpay. Cash payments and cheques are not accepted. All payments must be made in British Sterling (GBP).

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25. All invoices must be paid in full; bank commission charges and intermediary bank charges are not accepted.
26. Prompt payment is much appreciated. Anthias will exercise their statutory right to claim interest at 8% plus the Bank of England base rate, and compensation for debt recovery costs under the Late Payment legislation.
27. Our Privacy Notice details how we collect, use and protect personal data, and can be found on our website at www.anthias.co.uk/privacy.

