



1. Booking

The latest information about each course is available on the RSSL website. By booking onto a course you agree that you have reviewed all the available information, including the course scope and overview, and acknowledge that the course will meet your training needs.

Where a course booking is completed by an individual other than the named delegate, the person completing the booking agrees that the delegate is suitable for the course and has the relevant experience.

RSSL's acceptance of a booking brings into existence a legally binding contract between the parties on these terms and conditions. Any term sought to be imposed in any purchase order or correspondence will not form part of the contract.

RSSL reserve the right to decline bookings from third parties where they have reason to believe there may be a significant conflict of interest.

2. Alterations to Courses

RSSL reserve the right to alter the programme, speaker(s), course date or venue. Any such alteration shall not amount to the cancellation of the course.

3. Invoicing and payment

Course fees are payable on booking in Pound Sterling by credit/debit card or cheque. The full course fees are payable upon booking unless a valid, authorised purchase order is provided and accepted.

Invoices will be sent via email to address provided on the course booking and must be paid within 30 days of the invoice date or not later than 1 working day prior to the start of the course, whichever date occurs first (the “due date”).

If any amount properly due to RSSL under or in connection with these terms and conditions remains outstanding beyond the due date RSSL may claim interest and statutory compensation pursuant to the Late Payment of Commercial Debts (Interest) Act 1998).

4. Course Provisions

Participants for all courses are responsible for booking and paying for any accommodation required when attending a course (apart from the Pharmaceutical Lead Auditor course (CQI/IRCA PR330 – see p.4.1). Participants are responsible for booking and paying for travel for all courses.

Refreshments are served for all courses, the cost of which is included in the course fees. Any special dietary requirements need to be notified in writing to RSSL at the time of booking [or at least 5 days in advance of the course commencing].

4.1 Pharmaceutical Lead Auditor course CQI/IRCA PR330

This is a residential 5 days course.

Any additional nights outside of the 4 [(four) nights must be booked and paid for by the delegate independently. All evening meals for this course, will be arranged by RSSL on behalf of the participant. Accommodation booking and evening meal costs will be invoiced separately from the course fees as a per nightly fee and confirmed at time of booking. Participants are responsible for booking and paying for any travel required to attend the Pharmaceutical Lead Auditor course PR330.5.

5. Cancellation and Refunds

RSSL reserves the right, in its absolute discretion, to cancel or postpone any course in the event of there being an insufficient number of participants booked onto a course. In the event of a cancellation of a course by RSSL, RSSL will endeavour to inform all participants a week before the course is due to take place. All course fees paid will be reimbursed in full where rescheduling of the course is either not possible or not acceptable to the delegate. RSSL does not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.

All requests for cancellations and/or transfers from delegates must be received in writing via email. Refunds for cancellations shall be calculated as follows:

- a full refund will be given where written notice of cancellation is received up to 25 working days before the start date of the course;
- a fee of 50 per cent (50%) will be payable for written notice of cancellation received between 11 and 24 working days before the start of the course
- full course fees will be charged for cancellations received within 10 working days of the course start date.

Refunds will be made by the same method that payment was made, within 30 days of receiving the written cancellation and all necessary banking and personal information

6. Course Attendance

Delegate substitutions may be made at any time up to the start of the course on the condition that written notification of the substitution has been received by RSSL.

Failure to attend the course will result in the full cost being incurred.

If any delegate arrives late for a course or is absent from any session, RSSL reserves the right to refuse to accept the delegate if it is felt that he/she will gain insufficient knowledge or skill in the time remaining. RSSL will not be liable for refunding any cost of the course if such an instance occurs.

Delegates will receive instructions via email to the email address provided on the course booking form. It is the responsibility of the individual completing the course booking form to ensure joining instructions are received by each delegate.

7. Parking

Parking outside the offices of RSSL is subject to the Parking Regulations of the University of Reading. A parking permit must be obtained from the Reception Desk upon arrival, and visibly displayed in your vehicle for the duration of the event. RSSL does not accept liability for any losses and shall have no liability to reimburse any other costs that may have been incurred as a result of a failure to comply with the Parking Regulations.

8. Entire Agreement

These terms and conditions, together with the information provided about each course on the RSSL website constitute the entire agreement relating to the supply of the course and associated materials and services to you by RSSL. These terms and conditions cannot be varied except in writing signed by a Director of RSSL. In particular, no terms and conditions incorporated within a purchase order and nothing said by any person on behalf of RSSL should be understood as a variation of these terms and conditions or as an authorised representation about the nature or quality of any goods or services offered for sale by RSSL. RSSL shall have no liability for any such representation being untrue or misleading.

9. Copyright

All materials provided for RSSL training courses (“Course Materials”) including documents, articles, online materials, audio, graphics or other course materials, and including any intellectual property rights contained therein, are owned by RSSL and subject to copyright. No content in whole or in part of the Course Materials may be copied, reproduced, uploaded, posted, displayed, linked to, shared or used in any way without the prior written permission of RSSL. Any such use is strictly prohibited and will constitute an infringement of the copyright and other intellectual property rights of RSSL.”