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Training Terms and Conditions

for customers

1. Training dates should be booked at least four weeks in advance to training taking place. A purchase order should be raised at least 30 days before the training date to allow for invoicing and payment to be made prior to the training taking place.
2. At Midas Systems's discretion, training dates may be arranged with less than four weeks' notice if a trainer is available and providing a purchase order is sent to us prior to the training taking place.
3. We are usually unable to hold or reserve training dates until a Purchase Order has been received for the training day.
4. All expenses incurred for training dates will be recharged to the customer. Trainers are located in different areas of the country, and so costs for expenses may vary depending on trainer availability and the location of the college. In all cases, we are happy to provide an estimate for expenses in advance, and aim to keep costs low where possible.
 - 4.1 Travel will usually be charged either as: mileage, charged at 45p per mile or a standard class rail ticket (including peak time travel if necessary), unless otherwise agreed.
 - 4.2 Hotel accommodation will be recharged to the customer as required.
 - 4.3 Subsistence, including an evening meal if the trainer is staying in hotel accommodation overnight, will also be recharged.
 - 4.4 Any other refreshments required will be recharged to the college, if not provided by the college.
5. Training will only be delivered between the hours of 9.30am and 4.30pm.
 - 5.1 The trainer will be given a lunch break of at least 30 minutes.
 - 5.2 A training day will not constitute more than 6 hours of scheduled training time, to allow the trainer an additional half hour for setting up, clearing away and answering additional questions that may arise after the scheduled end time of the session.
6. Midas Systems will provide training resources for all onsite sessions and agrees to electronically send user guides and all other resources required for an online training session in advance of the appointment.
 - 6.1 Should the customer wish to have paper copies of user guides and other resources available for staff, then the customer agrees to carry out all printing and meet any costs incurred.

7. Training delivered will follow one of the Training Programmes as specified on our training leaflet available from our website (<http://www.midas-systems.co.uk/training>) Changes to the courses may be made and posted on the website from time to time.
8. Training sessions will usually involve no more than 6 staff members being trained at any one time, unless otherwise specified on our training leaflet.
9. Should the customer wish to receive a bespoke training day that does not follow one of the programmes set out on our leaflet, a training programme for the day should be discussed and agreed with Midas Systems in advance of a day being booked and a Purchase Order being raised. Midas Systems may agree to bespoke training programmes at its discretion; Midas Systems may need to increase the price for bespoke courses to cover preparation time.
10. If a training date is cancelled by the customer, Midas Systems shall have the right to impose a cancellation charge, which shall be calculated as a percentage of the value of the training requested as detailed below:
 - 10.1 Notification of cancellation received in excess of 1 month prior to the training date: 30% of fee
 - 10.2 Notification of cancellation received in excess of 14 days prior to the training date: 50% of fee
 - 10.3 Notification of cancellation received in excess of 3 days prior to the training date: 90% of fee
 - 10.4 Notification of cancellation received less than 3 days prior to training date: 100% of fee
 - 10.5 Midas Systems reserves the right to waive the cancellation charge at its discretion if an alternative date can be agreed, which does not inconvenience Midas Systems or its employees.
 - 10.6 Midas Systems will additionally charge colleges for any travel or accommodation expenses incurred as a result of a training date being cancelled – for example, any non-refundable train tickets purchased or non-refundable hotel reservations.
11. Training dates will be charged according to the Training Leaflet available on our website (<http://www.midas-systems.co.uk/training>)