

ICSE Booking Terms and Conditions 2018

1. All bookings are made with **International Centre for Security Excellence (ICSE)**, Registered Company Number 419712 (hereinafter referred to as The Company) whose registered office is Mayoralty House, Flood Street, Galway.
2. The Company require the course value to be paid in full to secure a place on any given course. This can be paid by cheque, postal order, bank draft or electronic money transfer, or by credit card or PayPal via our website.
3. Once payment has been verified, you will receive confirmation of booking and course joining instructions via email.
4. Notice of cancellation must be given in writing, either by e-mail, text or post, and made at least 24 hours before the scheduled start time for a short programme (A programme with a scheduled duration of six days or less).
5. We accept that circumstances beyond individuals' control happen, and every effort will be made to relocate the candidate onto another course where possible once sufficient notification has been given. Should a candidate miss the second scheduled date, the course payment is forfeited to The Company.
6. Should a person cancel on a long course (A programme with a scheduled duration of seven days or more), the following scale of charges will apply:
 - (i) If you cancel 30 days or more before course starts – 10% of total course cost will be charged.
 - (ii) Between 29 and 14 days before course starts – 50% of total course cost will be charged.
 - (iii) Less than 14 days before course starts – 100% of total course cost will be charged.Similar terms are adopted throughout the training industry and cover the costs of advance payments made by The Company.
7. We reserve the right to postpone any course if there are insufficient numbers. If the course you have booked is postponed, you will be given the opportunity to transfer to another suitable date at no extra charge. We will make a full refund if other course dates are unsuitable.
8. It may be necessary to move your booking to another course so that our courses have an optimum number of students according to the instructor/student ratios stipulated for the courses to be undertaken. You will not be charged for such a transfer instigated by us.
9. The instructing ratios for any course may be varied at the discretion of the Company Director to allow for circumstances such as staff absence or illness.
10. Circumstances may arise where we are forced to alter dates, duration, or venue location before a course starts. We will try to inform you of any such changes as soon as we know of them.

11. A learner leaving a course at any stage after Day 3, for whatever reason, will not be entitled to any refund unless agreed by a Director of The Company.
12. Some of our courses involve participation by students in workshop-based scenarios. In an effort to ensure that our training courses remain realistic and relevant, these scenarios may replicate real life situations quite closely. Every effort at all times will be made to ensure the health, safety and welfare of course participants.
13. Participants must always act with restraint and in accordance with instructors' requests.
14. Where English is not a participants first language they are required to read, comprehend and accept the ICSE Guidelines for English Language Proficiency which can be found in the resources section of our website. The minimum allowed standard for all security training programmes is B1 level English.
15. The use of any photographic, audio or video recording equipment by participants during an programme is strictly prohibited. This includes the recording of any tutor, learner, activity or ICSE proprietary material.
16. All course notes, study materials, manuals and assessment materials are the commercial and intellectual property of ICSE and are supplied to learners for reference and study use only. Any copying, sharing, lending or selling of any of the above mentioned items is strictly prohibited.
17. The Company nor any of its representatives will not be held responsible for any illness, injury or harm sustained on our courses, nor will they be liable for any uninsured loss or damage of personal property.
18. The Company 'Money back Guarantee' as advertised on the website www.securityexcellence.net operates under the following circumstances;
 - (i) If a learner for any reason is unhappy with the standard of training, tutor behaviour, programme standards or venue at any time for the first three days of training the Company will offer a full refund of all training fees.
 - (ii) The learner must notify the tutor of their intention to leave the programme before the end of the third day of training. Notifications given to the tutor or the office after this time will not form part of the guarantee.
 - (iii) The Company will retain all the learners training records and assessments undertaken prior to the time of leaving.
 - (iv) The payment will only be refunded in the same method of purchase as the original sale and in the case of credit card purchases onto the same card used to purchase the product.
 - (v) Should the learner decide to return to the company at a later date at undertake the training they are required to complete all training days associated with the new course.

- (vi) Learners must note that while ICSE shall process the refund payment immediately it may take several days for the funds to reach the purchasers card.
19. These booking conditions may only be waived in special circumstances, and in writing, by a Director of The Company.
 20. The terms and conditions of all agreements made with The Company shall be subject to, and governed by, Irish law.
 21. When making your booking it is implied and accepted that you have read and understood all these booking conditions and agree to abide by them.