

Terms of Service

ITIL®

Certification Training



ITSM Assist Limited
<https://www.itsmassist.com>

The ITIL® accredited training logo is a trademark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved. The Swirl logo™ is a trademark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

Contents

1. Definitions	2
1. Course Cancellations	3
2. Student Cancellations/Amendments	4
3. Online Exams	5
4. Payment Terms	5
5. Contact Details	5

Please Note: The terms outlined within this document operate in accordance with our ‘General Terms and Conditions’ which can be viewed using the link shown at the bottom of each webpage under “Agreements & Policies”

1. Definitions

“Access”	Means the agreed period (e.g., the number of days or months) when certification courses are available to be accessed (see also ‘Self-paced’). Please Note, the period starts on the first day when the certification course is made available to be Accessed <u>NOT the first day when Student elects to start Accessing the certification course.</u>
“ITSM Assist”	Means ITSM Assist Limited, the seller and provider of certification courses (Company Registration: 07618216) and whose registered offices is Fannies Chartered Accountants, 4-6 Swaby’s Yard, Walkergate, Beverley, East Riding of Yorkshire. United HU17 9BZ England.
“Online (virtual classroom)”	Means live instructor-led, prescheduled certification courses delivered via the internet using an online platform.
“Onsite” (physical classroom)	Means live instructor-led certification courses delivered physically at the Purchaser’s own location/premises.
“Purchaser”	Means the person (or company) whose order for a certification course has been accepted by ITSM Assist.
“Self-paced (eLearning)”	Means those MP4-video courses Accessed on-demand over the internet for an agreed period.
“Student”	Sometimes referred to as Delegate or Candidate. Means an identified person who is permitted to Access/attend a certification course with the permission of the Purchaser and ITSM Assist Limited.

1. Course Cancellations

1.1 **Online (virtual classroom)**

The Purchaser can cancel any certification course at any time prior to course commencement without incurring any penalty or cancellation charges. Cancellations must be submitted to ITSM Assist by email accordingly.

1.2 **Onsite (physical classroom)**

The Purchaser can cancel any certification course at any time by giving no less than 24-hours notice prior to course commencement without incurring any penalty or cancellation charges. All cancellations must be submitted to ITSM Assist by email accordingly.

Please note, if cancellation is submitted to ITSM Assist less than 24-hours from course commencement, the Purchaser agrees to pay the fixed 'price instructor/trainer fee' along with printed Student classroom books however, Student fees however, will not be chargeable.

1.3 **Self-paced and Self-paced + Online**

The Purchaser can cancel Access within 24-hours of receipt (e.g., being given Access) without incurring any penalty or cancellation charges. All cancellations must be submitted to ITSM Assist by email accordingly.

2. Student Cancellations/Amendments

2.1 'Online' and 'Onsite'

The Purchaser can cancel or amend Student bookings at any time prior to course commencement without incurring any penalty or cancellation charges. However, after course commencement, the Purchaser agrees to pay all agreed Student charges in full. Students who start a course but do not complete the course can transfer to another Online course date free of charge on the basis they still hold a valid exam voucher.

Please note, those Students attending an 'Onsite' course but do not complete the course, whilst Onsite Students can reschedule to another course date free of charge such Students will be rescheduled to an Online course accordingly.

2.2 'Self-paced' and 'Self-paced + Online'.

At any time prior to receiving Access, or within 24-hours of receiving Access to a self-paced certification course (whether 'Self-paced' or 'Self-paced + Online') the Purchaser can:

- Cancel the order entirely without incurring any penalty or cancellation charges.
- or
- Give Access to another Student along with reallocating exam vouchers accordingly.
- or
- Postpone Student Access until a later date.

Please note, exam voucher retakes cannot be transferred in isolation. Retakes can only be transferred with the main exam voucher.

2.3 Self-paced + Online (only)

Once in receipt of the 'self-paced + Online' certification course, the Purchaser can at any time book the Student on any prescheduled 'Online' course free of charge whilst at the same time the Student continues to access the Self-paced course.

Please note, terms to 'Self-paced + Online' Students attending 'Online' certification courses:

- That Access to the 'Self-paced + Online' certification course has not expired
- That the Student still holds a valid exam voucher (retakes are indeed valid)

2.3 Refunds.

In the event of cancellation and where the Purchaser has prepaid, ITSM Assist will refund such payments within 7-working days accordingly.

3. Online Exams

- 3.1 Unused exam vouchers can be transferred to other students for the same certification course. Retakes must be transferred along with the main exam voucher, e.g., retakes cannot be transferred in isolation.

Please note, terms regarding the transfer of exam vouchers:

- In the event of 'Online' and 'Onsite' where a Student has already attended the certification course, and where their exam voucher is to be transferred to another Student, additional charges will apply to cover the shortfall.
 - In the event of 'Self-paced' and 'Self-paced + Online' where a Student has already Accessed the certification course, and where their exam voucher is to be transferred to another Student, the remaining Access period will also be transferred accordingly at no additional charge. If, however, the Access period has since expired then additional charges will apply to cover the shortfall.
- 3.2 Exam vouchers are valid for 12-months from the date of issue and retakes (known as Take2) are valid for 6-months following the first exam.
- 3.3 Exam vouchers can be extended up to 6-months beyond the 12-month validity period on the basis that such requests are submitted no less than 14-days prior to the exam voucher expiry date, and that the Purchaser agrees to a charge of £50 plus VAT per exam extension.

4. Payment Terms

- 4.1 In the event where ITSM Assist has agreed invoicing terms with the Purchaser then such invoices will be either be submitted upon completion of course delivery regarding 'Online' and 'Onsite certification courses, and on the first day when Access to 'Self-paced' and 'Self-paced + Online' certification courses is made available to the Student, and due for payment on or before 30-days from the date of the invoice..

5. Contact Details

- 5.1 Admin@itsmassist.com (enquiries for more information, quotations, and/or course dates, submitting purchase orders and notices regarding cancellations etc.,)
Accounts@itsmassist.com (billing enquiries)
Support@itsmassist.com (course topic/content enquiries)