



TERMS & CONDITIONS

Last Updated: 12th January 2011

Please read these terms and conditions carefully before making your booking on an iLearn course. By submitting your booking you agree to be bound by these terms and conditions.

In these terms MTS means:

Mourne Training Services
14 Burren Road
Warrenpoint
Co. Down
BT34 3SA

VAT registration number: GB 924 2239 39

1. BOOKING & PAYMENT

Course bookings for iLearn are made via the provided Booking Registration Form. MTS will provide a list of available dates for the training from which you select your preferred dates, or you can choose to have access to the training materials for 1 calendar month. Payment is part of the booking process and must be completed at the time of booking, prior to training. PayPal is used as the payment method although other payment methods may be considered on request. The payment is subject to VAT at a rate of 20% for buyers in the European Union.

On receipt of payment MTS will send you a copy of the training book to accompany the course, *An Introduction to HPLC for Pharmaceutical Analysis*, and will set up your e-MTS account. Prior to the training you will be sent all the relevant information for your training course.

2. CANCELLATION & SUBSTITUTION

You have 7 working days after the payment for your course booking has been received by MTS in which you can cancel the booking and receive a refund. Cancellations should be made in writing (email is acceptable) using the contact details provided in section 7 of these terms and conditions.

MOURNE TRAINING SERVICES • 14 Burren Road • Warrenpoint • Co. Down • BT34 3SA

Tel: + 44 (0) 28 41773724 • Email: info@mournetrainingservices.co.uk

Web: www.mournetrainingservices.co.uk

Since a copy of the training book is sent out as soon as your payment is received the full refund cannot be made until the book has been returned (in perfect condition) to MTS at the contact address in section 7 of these terms and conditions. The original shipping cost of sending the book to you will be deducted from your refund. If you decide that you wish to keep the book, then the cost of the book, plus shipping at GBP £5.00, will be deducted from your refund (a total of GBP £34.27 will be deducted). Cancellations which are made after this 7 day period will not be eligible for a refund.

You can transfer your training to a different date or a different person but you must inform MTS about the change (by email is acceptable) at least 5 working days (Monday to Friday) before the start date of your training course.

3. ACCESS TO E-MTS & COMPATIBILITY

iLearn requires access to the internet via our site, e-MTS, a virtual environment for learning. A broadband speed of approximately 1 mega bytes per second (mbps) is sufficient to play the training videos, which use a Flash player. The protocols in the IT networks of some organisations restrict the use of Flash. MTS does not take responsibility for the broadband speed at the user's site or the IT protocols which are put in place by the user's organisation IT group.

MTS takes responsibility for ensuring that the e-MTS site is accessible to our customers as required. We shall not be responsible to you in the event that we cannot provide access to e-MTS due to an event beyond our reasonable control, which includes (but is not limited to) events such as: fire, flood, storm, strikes or other industrial action, failure of telecommunications services, war, riot or the actions of any government or public body. In the event that we are prevented from providing access to e-MTS by such an event, we will take all reasonable steps to try to reinstate access to you as soon as is reasonable possible.

4. COPYRIGHT

All iLearn training materials are protected by copyright. You may not modify, copy, reproduce, re-publish, upload, post, transmit or distribute in any way any of the UTrain training materials. Any unauthorised use of the training materials is strictly prohibited and will constitute an infringement of MTS copyright.

Note that all user activities are automatically logged by the e-MTS administration system. Any unauthorised use of the training materials is strictly prohibited and will constitute an infringement of MTS copyright.

5. SECURITY & PRIVACY

Creation of an e-MTS account for iLearn is performed by MTS and a username and password are supplied to the user. You must keep your user name and password confidential as you will be responsible for all activities that occur using your details. Your access to e-MTS is non-transferable and may not be used by, or transferred to, another person. MTS reserves the right to alter your username and password if we believe that they

are no longer secure. All account holders must abide by the e-MTS site policy which can be accessed at: www.mournetrainingservices.co.uk/eMTS_site_policy.pdf

The information we collect at the time you make a booking is stored by MTS and is used purely to fulfil the request. There are no circumstances under which this information may be passed to a third party.

All e-MTS account holders automatically receive the MTS e-newsletter "*Analyse This*". There is a link provided on all e-newsletters to allow you to unsubscribe, should you wish to.

6. SUPPORT

iLearn customers can request assistance using the e-MTS help form. A link to the form is provided on the e-MTS home page and also in the e-MTS virtual classroom. The help form may also be accessed through the MTS website at: www.mournetrainingservices.co.uk/help.html.

7. CONTACTING MTS

You can contact us:

By email at support@mournetrainingservices.co.uk

By telephone on +44 (0)28 41773724
(Between 9:00am and 5:00pm GMT Monday to Friday)

By post to

Mourne Training Services
14 Burren Road
Warrenpoint
Co. Down
BT34 3SA

8. UPDATES TO TERMS & CONDITIONS

MTS reserves the right to alter these terms and conditions from time to time. The date of the most recent update is provided at the top of the first page of this document.
