

General Conditions

IT, Project, Programme & Portfolio Management Training Services

- Adding Value Consulting will deliver the course content as described in the offer.
- Adding Value Consulting reserves the right to re-schedule any ordered course in emergency cases (such as trainer sickness).
- In case of last minute trainer unavailability (due to emergencies such as sickness) Adding Value Consulting will provide to replace the trainer with a new one, with the same or higher qualifications.
- ALL materials supplied remain the property of Adding Value Consulting until payment is received in full. Copyright exists on all materials supplied in any form. Copying, transfer or storage by whatever means may only be performed with the express written permission of Adding Value Consulting.

Cancellation

When the proposal is signed the course(s) must be performed within one year after signing. The following charges will apply in the event of changing the date by a customer once a booking has been confirmed:

Date change Received	Terms
Cancellation 36 working days* or more prior to event	No Charge
Cancellation 8 to 35 working* days prior to event	50% of the full course fee
Cancellation less than 7 days prior to event	100% of the full course fee

* Working days: Week days, Monday to Friday. Not included are national holidays

Participants

The number of participants can be changed up to 15 working days prior the course start, without any penalty fee. The maximum number of participants is 12.

Exam conditions

The Foundation exam can be undertaken by all participants.

Names or number of participants have to be confirmed 15 days before the beginning of the course

Once names or number of participants are confirmed by the Client, the exams are considered as confirmed; if any participant decides or is not able to sit exams, the exam will be considered as payable by the Client. If participants are not able to attend the exam session and want to re-schedule the exam, the exam will be considered as payable by the Client.

Certificates delivery conditions

All certifications released from the APMGroup will be delivered by Adding Value Consulting to the address specified by the Client. Once Certificates have been delivered by Adding Value Consulting to the Client's address and the receipt form has been signed, Adding Value Consulting will consider certificates as received by the Client. In case the Client wants to Re-order Certificates the Administration fee of 500kr will be payable by the Client.

Payment conditions

30 days after date of invoice.

If any payment is not received according to the payment terms agreed, Adding Value Consulting will reserve the right to delay its services until the payment is received.

Adding Value Consulting AB

www.addingvalue.se

T: 0046 (0)8 662 1589

Email: info@addingvalue.se

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