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ScottishPower Training Terms and Conditions

Welcome to our website. If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern ScottishPower's relationship with you in relation to this website.

The terms 'ScottishPower' 'us' or 'we' refer to Scottish Power UK plc, Registered Office: 1 Atlantic Quay, Glasgow G2 8SP, Registered in Scotland No: 117120. Scottish Power UK plc is the holding company of SP Power Systems Limited. Scottish Power UK plc is the Company which provides the educational and training courses. The term 'you' refers to the user or viewer of our website and 'Delegate' is the person(s) to be booked onto the training course. 'Course' is the educational or training course as detailed in the advertisement(s), literature or letters of offer/description.

Access to and use of this web site is subject to the following terms and conditions:

Copyright and Intellectual Property

ScottishPower retains the copyright and intellectual property of any reports, handouts, manuals or other materials issued during the Course unless a specific agreement is made in writing to assign any rights to you.

Care of Equipment

During such time as ScottishPower's facilities and/or equipment are in the Delegate's care, custody or control, the Delegate shall be responsible for safeguarding such items and ensuring that they are treated with due care and used/operated in a manner prescribed by ScottishPower.

Payment

Payment has to be made using the secure Royal Bank of Scotland Worldpay System. Worldpay will accept ScottishPower approved methods of payment as stated on this website. No booking entered onto this website is confirmed until such time as the transaction is shown as successful.

Cancellations

If, for any reason, a Delegate is unable to attend the Course, you may send an appropriate substitute Delegate (subject to submitting an Appendix 9 Form if the course leads to a ScottishPower Authorisation). If you cancel a booking your payment will be retained as cancellation fees based on the scale below:

Notice Period	% of Course Fee
Non-appearance on morning of Delegate	100%
Less than one week's notice	100%
Less than two week's notice but more than one week	50%

All requests for cancellations must be made in writing by post to ScottishPower, Dealain House, Napier Road, Wardpark North, Cumbernauld, G68 0DF, or by email to spdevelopment@scottishpower.com

Refund Policy

For cancellations entitled to a full or partial refund subject to the cancellation fees set out above, the refund will be made within 30 days of receipt of the cancellation notification. For cancellations received by post, the date that the cancellation notification is received by us will apply, and not the date of posting.

Notification of cancellation must be received at least 10 working days before the scheduled date of training to qualify for a full refund and in the case of a 50% refund, must be received at least 5 working days before the scheduled date. The term 'working days' excludes Saturdays and Sundays and any day that is a public holiday in Scotland, England and Wales.

Suspension

ScottishPower reserves the right to amend the dates, timings, course content and venue of the Course at any time. ScottishPower will give you reasonable notice of any changes in such circumstances. ScottishPower's liability shall be limited at all times to offering an equivalent alternative Course, which can either be accepted by you, or you can cancel the booking in which case you will be entitled to a full refund.

Course Fees

The Course fees contained within this website or advertisement(s), literature or letters of offer/description are indicative only and ScottishPower reserves the right to vary its course fees and associated charges without notification.

Policies and Procedures

ScottishPower's policies and procedures must be followed and complied with at all times whilst the delegate is on ScottishPower premises as follows:

ScottishPower's safety booklet "General Health, Safety, Welfare and Environmental Requirements for Contractors and their Employees", October 1999

- ScottishPower's Policy on Alcohol and Drugs, May 2001
- ScottishPower's Policy on Equal Opportunities, December 2003
- ScottishPower's Policy on Disability Discrimination, January 2006
- ScottishPower's Policy on Harassment, December 2003
- ScottishPower's Policy on Race and Religious Discrimination, December 2003
- ScottishPower's Policy on Sex and Sexual Orientation Discrimination, January 2006
- ScottishPower's Age Discrimination Policy, October 2006

Safety and Security

Delegates will observe the work rules and security arrangements applicable to the premises. In the event that these are not followed, ScottishPower will not be held liable for any loss or personal injury thereon arising.

ScottishPower reserves the right to change these terms and conditions at any time by notice on its web site. You shall review regularly the information placed on the web site to ensure that you obtain timely notification of any such changes. Continued use of the Web site after changes have been posted shall be deemed to constitute your acceptance of the amended terms and conditions.

Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.

If these terms and conditions are not accepted in full, the use of this web site must be terminated immediately. Any continued use of this web site shall be deemed acceptance by you of these terms and conditions.

Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.

You may not create a link to this website from another website or document without ScottishPower's prior written consent.

Website disclaimer

The information contained in this website is for general information purposes only. The information is provided by ScottishPower and while we endeavour to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website.

Every effort is made to keep the website up and running smoothly. However, ScottishPower takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

You may not, except with our express written permission, distribute or commercially exploit the content. Nor may you transmit it or store it in any other website or other form of electronic retrieval system.