

## Our Terms and Conditions

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### Definitions

**We** and **Fast Forward** means the company called **Fast Forward Project Management LLP** registered in England and Wales. Partnership Number: OC333229. It also includes any sub-contractor(s) or associates acting formally on behalf of **Fast Forward**.

The **Customer** and **You** means the person, business, firm or organisation that requests or books **Fast Forward** products and services, enrolls delegates on **Fast Forward** courses or workshops, or receives or downloads documents and templates from the **Fast Forward** website.

**Delegate** means a person attending a **Fast Forward** course or workshop

**Corporate/Closed** means a training course or workshop offered by **Fast Forward** for a specific corporate customer or team.

**Public/Open** means a training course or workshop offered to the public by **Fast Forward** as specified in the full course schedule as detailed on the **Fast Forward** website.

**Course, workshop or consulting Material** means any instructions, documentation, certificates or hand-outs provided by **Fast Forward**.

**Consulting** means professional advice or recommendations offered by **Fast Forward** to their Customers.

**Working Day** means every day of the week within the hours of 9am-5.00pm excluding Saturday, Sunday or UK statutory holidays.

**Confirmation** means a legally binding contract instructing **Fast Forward** to invoice the Customer.

### General

These conditions shall be deemed to be incorporated in all contracts. In the case of any inconsistency with any letter, order or correspondence sent by the Customer to **Fast Forward** or any other communication between the Customer and **Fast Forward** the provisions of these Conditions shall prevail unless expressly varied in writing and signed by a Principal Partner (Designated Member of the LLP) on behalf of **Fast Forward**.

**Fast Forward** may choose not to enforce any of these individual conditions but this shall not affect the rights of **Fast Forward** under the remainder of the conditions. If any of these conditions shall be held to be invalid or not applicable the remainder of the conditions shall prevail.

### Training Courses, Workshops and Consulting Services

#### 1. General

Training courses and workshops, by their very nature, continually evolve. We reserve the right to make changes or improvements to our products or services at any time without prior notice.

The contents of **Fast Forward** courses and workshops are intended for guidance only and do not form part of a contract. We reserve the right to make any reasonable changes to any workshops or courses, including the workshop or course content without prior notice.

**Fast Forward** shall not be liable for any administrative, typographical or any other error or omission in any sales, administrative, course materials, invoices or other documentation or information issued by **Fast Forward**.

**Fast Forward** will ensure that appropriately trained and experienced tutor(s), instructor(s), facilitator(s) or consultant(s) are used to deliver our courses, workshops, products and consulting services using suitable materials and that they are also contracted to **Fast Forward**.

**Fast Forward** will ensure that all Consulting and Public/Open or Corporate/Closed courses and workshops will be conducted in a professional manner and in accordance with generally accepted standards and practices.

Corporate/Closed courses and workshops held on Customer premises (onsite) are the responsibility of the Customer to ensure that the venue is suitable and that all facilities, equipment and other materials required for the tutor(s) to be able to deliver the training are completed. We can provide venue specifications on request and reserve the right to cancel or stop the course if, in the Tutor's opinion, the venue or conditions are unsuitable for the event.

All Public/Open and Corporate/Closed courses and workshops are delivered solely in the English language and all Delegates are expected to be sufficiently proficient in the English language before attending one of our courses or workshops.

Prior to the course or workshop commencement date we will issue joining instructions confirming the delegate's participation, the venue location map (or URL), any public transport information, course timings and content overview or agenda.

**Fast Forward** reserves the right to refuse admission or to remove after the start of the course any person it considers to be unsuitable or disruptive; to curtail the provision of training services if Delegate(s) attending on behalf of the Customer fail to meet the course pre-requisites as published.

#### 2. Bookings

**Corporate/Closed** courses and workshop bookings must be supported by written confirmation and authorisation e.g. a Purchase Order for corporate Customers. Payment can be made by BAC's Direct Bank Transfer (preferred), credit / debit card or PayPal.

**Public/Open** courses and workshops must be booked via the **Fast Forward** online booking system. Payment can be made using major credit / debit cards or PayPal.

For **bespoke Customer requests** **Fast Forward** will discuss the requirements with the Customers nominated representative and raise a quotation for the proposed solution. The quotation will be valid for 21 calendar days from the date of the quotation.

The Customer shall bring these terms and conditions to the attention of the Delegates attending a **Fast Forward** course or workshop. Delegates should meet the minimal requirements of any published course or workshop pre-requisites.

### 3. Fees / Charges

Prices quoted are the total cost in **£GBP** unless explicitly stated otherwise. We reserve the right to change fees without prior notice.

**Public/Open** courses and workshops are available to individuals and small groups of up to 16 Delegates at one time and are delivered at quality training venues in the UK. Favourable overnight accommodation rates can be arranged if required but charges must be settled directly with the venue by the Delegate.

Prices for Public/Open courses and workshops are inclusive of tuition, course materials (e.g. delegate's workbooks, hand-outs, certificate of attendance) and the use of consumables (pens, paper, Post-Its® etc.) and other machines (e.g. light projector or computers if applicable), lunch and light refreshments by the Delegate for the period of the Course only. Prices exclude travel, accommodation or any other charges incurred by the Delegate - these must be settled directly by the Delegate.

**Corporate/Closed** courses and workshops are the most cost effective option for organisations to block book up to 16 delegates at a time and are usually delivered on Customer premises (on-site). Corporate/Closed rates are priced per event and Customers should request a formal quotation from *Fast Forward* by phone, email or the [contact us](#) website link - see contact details at the end of these T&C's.

Prices for Corporate/Closed courses and workshops are inclusive of tuition, course materials (e.g. delegate's workbooks, hand-outs, certificate of attendance) and the use of consumables (pens, paper, Post-Its® etc.) and other machines (e.g. light projector or computers if applicable) by the Delegate for the period of the Course only. Prices exclude meals, refreshments, travel, accommodation or any other costs incurred by the Delegate - these must be settled directly by the Delegate.

Corporate/Closed courses and workshops can be delivered at quality external training venues at an additional cost where the booking price will additionally include refreshments and a buffet lunch. Favourable overnight accommodation rates can be arranged if required but these must be settled directly with the venue by the Delegate.

#### Other Products / Services

Prices for Consultancy and other products and services provided by *Fast Forward* are subject to formal quotation unless the price is already stated on our website and must be supported by written confirmation of acceptance e.g. a Corporate Customer Purchase Order. Contact us directly on [info@ffwdpm.com](mailto:info@ffwdpm.com) to discuss your needs.

### 4. Payment Terms

**Public/Open courses and workshops** fees are payable at the time of booking by the Customer/Delegate – using our online booking facility. We will issue a confirmation of booking and receipt for monies received.

For **Corporate/Closed courses and workshops** a Purchase Order number must be provided at the time the booking is confirmed. *Fast Forward* will raise an invoice and payment must be made within 30 days net of the invoice date unless otherwise agreed in writing between *Fast Forward* and the Customer. Late payment may attract interest at a daily rate of 5% above the current Bank of England Base Rate.

### 5. Method of Payment

#### Public/Open courses

- Via Online Booking - we accept PayPal and major credit or debit card payments.

#### Corporate/Closed courses and other products & services

- BACS payments are accepted and preferred. Details of the Bank, Sort Code and Account Number shall be provided on your invoice.
- The Customer will be responsible for any charges levied by their own bank and any levied by *Fast Forward's* bank for non-standard transactions such as non-UK bank transfers or currency conversion.
- We also accept PayPal payments, debit and major credit cards.

### 6. Cancellation Policy

We reserve the right to cancel or alter published dates and change venues of courses or workshops without notice or liability. We will undertake to provide reasonable notice of cancellation or change (except in an emergency). In the event of a course or workshop cancellation, change to the date or significant change of venue then we shall refund to the Customer any monies paid to *Fast Forward* or offer a credit note to the same monetary value. The Customer shall not be entitled to any other compensation, damages or costs arising from such changes or cancellation.

If a Customer or Delegate wishes to cancel or transfer a booking for a course or workshop then they must provide expressed written or verbal notification to *Fast Forward* either by email to: [info@ffwdpm.com](mailto:info@ffwdpm.com) or phone on: 07850 707965 / 07917 021987.

**Non-attendance of any course or workshop for any reason whatsoever is deemed to be a cancellation with no notice and payment is due in full.**

Customers / Delegates will be subject to the following cancellation charges regardless of whether the course is booked less than 10 working days in advance of commencement or not:

Over 10 working days before course or workshop starts		10 to 0 working days before course or workshop starts	
Cancellation Charge	Transfer / Reschedule Charge	Cancellation Charge	Transfer / Reschedule Charge
50% of course fee	25% of course fee	100% of course fee	100% of course fee

The cancellation fee is based on a combination of the % of the course or workshop fee and the number of working days before the course commencement that notification is received e.g. cancellation 2 days before the start of the course will incur 100% of course fee for each and every delegate cancellation. Cancellation 12 working days before the start will incur 50% of the course fee.

In the case of Corporate / Closed courses or workshops it will be the responsibility of the Customer to find a suitable delegate replacement and notify the *Fast Forward* event administrator of the name change(s). The replacement delegate should meet the minimal requirements of the course or workshop pre-requisites.

## 7. Refunds

Where *Fast Forward* agrees to offer and make a refund to the Customer/Delegate it should be noted that this may take up to 15 working days for processing. Refunds will be processed using the same method as that used to place the original order.

## 8. Copyright / IPR

Unless explicitly stated, *Fast Forward Project Management LLP* owns the copyright and all intellectual property rights for all of the course and workshop materials, templates including but not limited to course descriptions, overviews, summary documents and other templates supplied by whatever means by **Fast Forward**. They remain the property of *Fast Forward* except where materials development has been specifically paid for by the Customer or *Fast Forward* have given express written permission to copy and reproduce their material.

**You agree not to copy, reproduce or offer for sale or hire any *Fast Forward* course or workshop materials, templates, course descriptions, overviews, summary documents and other templates supplied by *Fast Forward* either in whole or in part.**

The **Fast Forward Project Master File** is offered as a free to use fully functional resource for those attending either our Practical Project Management or Goal Directed Project Management 'Applied Learning' training workshops. All of our intellectual property rights are reserved. As paying customers of *Fast Forward* **you are permitted to use the Project Master File on the understanding that the *Fast Forward* Project Management logo and copyright statement is not moved, obscured or removed from any part of the template.** Your own logo may be inserted as an addition not a replacement.

We reserve the right to change the presentation, content, access and availability of any materials including our Project Master File at our sole discretion and without prior notice or liability.

## 9. Liability

*Fast Forward's* entire liability for loss shall be limited to a claim for damages. The maximum total liability will be limited to the charges for the course or workshop out of which the loss or damage has arisen.

*Fast Forward* will not be liable for death or personal injury or indirect, consequential or special loss (e.g. loss of profit, data etc) howsoever arising – even if *Fast Forward* has been advised of such potential loss.

*Fast Forward* accepts no responsibility for any loss or damage that may occur to personal belongings and other items belonging to, or in the possession of, the Customer or Delegate and brought to *Fast Forward* courses or workshops. These items are the sole responsibility of the owner.

While *Fast Forward* take all reasonable care to ensure that all electronic files are free from computer viruses we cannot be held responsible for any damage or loss of data caused as a result of supplying files and/or software installed on customer computer systems.

## 10. Force Majeure:

*Fast Forward* shall not be in breach of this contract if the provision of its services & products are delayed, cancelled or reduced through any circumstances beyond its reasonable control including any act of God (including but not limited to fire, flood, earthquake, storm, snow, hurricane or other natural disaster) sickness, war, invasion, act of foreign enemies, hostilities (regardless of whether war is declared) civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalisation, government sanction, blockage, embargo, labour dispute, strike, lockout or interruption or failure of electricity or telephone service.

Customers/Delegates must ensure they can attend the training course which they are scheduled to attend. *Fast Forward* will not be held liable, financially or actually, for their non-attendance, whatsoever the reason may be.

## 11. Governing Law

*Fast Forward Project Management LLP* was established in England and will be governed at all times by English law. In the event of any disputes the relevant parties shall irrevocably submit to the exclusive jurisdiction of the English courts.

These Terms & Conditions shall be governed by and construed in accordance with English law and the Courts of England shall have exclusive jurisdiction over any claims or disputes arising in relation to, out of or in connection with these Terms & Conditions and/or the *Fast Forward* website.

No representation or warranty is made as to whether information available on our website or the access to and use of our website complies with the laws of countries other than England from which you may be accessing our website. It is your responsibility to ensure that any legal requirements of such countries are complied with in accessing our website.

Our website may contain hypertext links to other websites. The responsibility for these sites resides with the parties identified as providing those sites. *Fast Forward* cannot accept any responsibility for them, their content or their use. While we take reasonable care *Fast Forward* cannot warrant that our website is free of viruses or technical defects of any description and therefore we will not be responsible for any technical problems arising from the use of our website.

## 12. Data Protection and Privacy

All personal information you supply to *Fast Forward* will be held in accordance with the Data Protection Act 1998 and will be used solely for the purpose for which it was provided. We will only use it for other reasons e.g. marketing if we have received your prior consent to do so. We will not share this information with any third parties unless we are legally obliged to do so e.g. for fraud prevention purposes. Under the Data Protection Act 1998 you have the right to know what information we hold about you and to have any inaccuracies corrected or removed. We may charge you a statutory administration fee to comply with your request.

Please contact us via telephone, email or write to us using the information located on the **contact us** page or at the end of these T&C's.

## Fast Forward PM Website Terms and Conditions

### W1. Introduction

These are the terms and conditions which apply to your use of all the parts of the *Fast Forward Project Management LLP* website.

**By using our website, you accept these terms and conditions in full – please read them carefully before you proceed any further. If you do not agree with any aspect of these terms and conditions – then please do not use our website.**

Note: Separate terms and conditions will apply to any websites accessible via hypertext link from our website.

Intended for use by residents of the United Kingdom only and, because the law in other countries may restrict the distribution of the information and/or products and services available on this website, it is not applicable to residents in any other countries.

**W2. Use of the Website**

In summary you are not permitted to download, redistribute or extract any information from this website in whole or in part other than for personal, non-commercial use. You may view, download (for caching purposes only), and print pages from our website, on the proviso that:

- (a) You do not reproduce the material from this website (including replication on another website), or reproduce or store material from this website in any private or public electronic retrieval system.
- (b) You do not copy, reproduce, duplicate, sell or resell, visit, or otherwise exploit our website or material on our website for any commercial purpose, without our express written consent.
- (c) You do not use our website in any way which is fraudulent or harmful, illegal, unlawful, or in connection with any fraudulent or harmful, illegal, unlawful purpose or activity.

**W3. Information and Availability**

The material on this website is provided free of charge and for information purposes only. *Fast Forward* will use all reasonable endeavours to ensure that it is accurate at the time of publication, however due to the nature of the internet there may be occasions e.g. via third party intervention, where omissions or errors in the information may occur. Consequently *Fast Forward* will not be liable for any loss or damages arising, either directly or indirectly from the use of and/or reliance on, any information contained on this website - whether arising in tort, contract, or otherwise.

We will endeavour to ensure that our website is available 24 hours a day. However due to maintenance, updates or any other reasons *Fast Forward* will not be liable if the website is unavailable at any time. Nor will we be liable for any loss or damage arising if our website is unavailable or suspended for any reason - whether arising in tort, contract, or otherwise.

**W4. Intellectual Property and Content**

We reserve the right to change the presentation, content, access and availability of any part or our entire website at our sole discretion and without prior notice.

**W5. Downloads from the *Fast Forward* web site**

Unless explicitly stated, *Fast Forward Project Management LLP* owns the intellectual property rights of the website and material on the website. All of our intellectual property rights are reserved.

**W6. Amendment to Terms & Conditions**

*Fast Forward Project Management LLP* may amend these terms and conditions at any time and without prior notice. These amendments shall apply to your use of our website after such amendment. Please check this page regularly to ensure you are familiar with the latest version.

**W7. Disclaimers**

Our website may contain hypertext links to other websites. The responsibility for these sites resides with the parties identified as providing those sites. *Fast Forward* cannot accept any responsibility for them, their content or their use.

*Fast Forward Project Management LLP* cannot warrant that this website is free of viruses or technical defects of any description and therefore we will not be responsible for any technical problems arising from the use of our website.

**W8. Governing Law**

*Fast Forward* has established this website in England and will be governed at all times by English law. In the event of any disputes the relevant parties shall irrevocably submit to the exclusive jurisdiction of the English courts.

**W9. Data Protection and Privacy**

All personal information you supply to *Fast Forward* will be held in accordance with the Data Protection Act 1998 and will be used solely for the purpose for which it was provided. We will only use it for other reasons e.g. marketing if we have received your prior consent to do so. We will not share this information with any third parties unless we are legally obliged to do so e.g. for fraud prevention purposes. Under the Data Protection Act 1998 you have the right, for a fee, to ask us for a copy of the information we hold on you and to have any inaccuracies corrected or removed. Please contact us via telephone, email or write to us using the information at the end of this document. Our full Privacy Statement can be viewed at the bottom of our website home page [www.ffwdpm.com](http://www.ffwdpm.com)

**Further information or queries**

If you need further information or have any other concerns or queries then please do not hesitate to contact us using the contact details below. We will try to resolve your query as quickly and as efficiently as possible.

**Contact Details**

*Fast Forward Project Management LLP* is registered in England and Wales. Partnership No: OC333229

Registered address: 1 Byron Drive, Wickham Bishops, Witham, Essex CM8 3ND, United Kingdom.

**Telephone:** 07850 707965 or 07917 021987

**Email:** [info@ffwdpm.com](mailto:info@ffwdpm.com)

**website:** [www.ffwdpm.com](http://www.ffwdpm.com)

We may amend these terms and conditions at any time and without prior notice. These amendments shall also apply to your use of our website after such amendment.  
Please check this page regularly to ensure you are familiar with the latest version.