



PWI TERMS AND CONDITIONS OF WEBSITE USE

Version 2.0

February 2021



Last updated: 16 February 2021

Thank you for visiting our website; we hope you find it helpful. By continuing 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 the Permanent Way Institution's relationship with you in relation to this website.

If you become a member, book an event or purchase an item or service through this site, you will be subject to the additional policies, terms and conditions applicable to that booking or purchase.

- Terms and conditions relating to PWI membership.
- Terms and conditions relating to the purchase of PWI goods and services.
- Terms and conditions relating to PWI training courses.

We may change these Terms and Conditions of Website use and any additional Terms and Conditions at any time. It is your responsibility to check these as you use the website in case there are any changes. The Terms and Conditions applicable are those current at the time you use the website.

The term 'Permanent Way Institution' or 'PWI' or 'us' or 'we' or 'our' refers to the owner of the website whose registered office is Swan House, 9 Queens Road, Brentwood, CM14 4HE. The term 'you' refers to the user or viewer of our website.

Access to the PWI Website

Access to the PWI website is free of charge. It is your responsibility to make the arrangements necessary in order to access it. Access to our website is provided on an "as is" and on an "as available" basis. We may suspend or discontinue the website (or any part of it) at any time. We do not guarantee that our website will always be available or that access to it will be uninterrupted. However, if we suspend or discontinue the website (or any part of it), we will endeavour to give you reasonable notice of the suspension or discontinuation.

Accuracy of Content

The content of the pages of this website is for your general information and use only. It is subject to change without notice.

We make reasonable efforts to ensure that the content on our website is accurate. However, neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You should not plan to do, or refrain from doing, something in reliance upon the content without first checking the accuracy of the relevant content by some other means.

You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

Intellectual Property

All content (including, but not limited to, text, graphics, logos, button icons, images, audio clips, layout, design and software) included on the PWI website, and the copyright and other intellectual property rights in that content, belongs to or has been licensed to the PWI, unless specifically labelled otherwise. All content is protected by applicable United Kingdom and international intellectual property laws and treaties.



You may view, print, download or store temporarily extracts from our website for your own personal reference or for the purpose of applying to us to access or use the products and services featured on our website. Our status as the owner and author of the content on our website (or that of identified licensors, as applicable) must always be acknowledged.

You may not use any content, saved or downloaded, from our website for commercial purposes without first obtaining a licence from us (or our licensors, as applicable). This does not prevent the normal access, viewing, and use of our website for general information purposes by business or private users.

Nothing in these Terms and Conditions limits or excludes the provisions of Chapter III of the Copyright, Designs and Patents Act 1988, 'Acts Permitted in Relation to Copyright Works', which provides exceptions allowing certain uses of copyright material including (but not limited to) non-commercial research and private study; text and data mining for non-commercial research; criticism, review, and reporting current events; teaching; accessibility; time-shifting; and parody, caricature, and pastiche. Further information is available from the UK [Intellectual Property Office](#).

Links to our Website

You may only link to the homepage of our website, <https://www.thepwi.org>. Linking to other pages on website requires our express written permission. Any link to our website must be fair and lawful. You must not take unfair advantage of our reputation or attempt to damage our reputation.

You must not link to our website in a manner that suggests any association with us (where there is none) or any endorsement or approval from us (where there is none). Your link should not use any logos or trade marks displayed on our website without our express written permission.

You may not link to our website from another website the main content of which is unlawful; obscene; offensive; inappropriate; dishonest; defamatory; threatening; racist, sexist, or otherwise discriminatory; that promotes violence, racial hatred, or terrorism; that infringes intellectual property rights; or that we deem to be otherwise objectionable.

Third-Party Content, 'Partners' and Links from our Website

Links to other websites may be included on our website. Unless expressly stated, these sites are not under our control. We accept no responsibility or liability for the content of third-party websites.

The inclusion of a link to another website on our site is for information purposes only and does not imply any endorsement of that website or of its owners, operators, or any other parties involved with it. If you decide to visit any linked website, you do so at your own risk and it is your responsibility to review the terms of use, privacy policy and any other relevant legal notices of the relevant linked website.

Our Liability

Nothing in these Terms and Conditions excludes or restricts our liability for fraud or fraudulent misrepresentation, for death or personal injury resulting from negligence, or for any other forms of liability which cannot be lawfully excluded or restricted.

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 you are a business user (i.e. you are using our website in the course of business or for commercial purposes),



to the fullest extent permissible by law, the PWI accept no liability for any loss or damage, whether foreseeable or otherwise, in contract, tort (including negligence), for breach of statutory duty, or otherwise, arising out of or in connection with the use of (or inability to use) our website or the use of or reliance upon any content included on our website. Furthermore, the PWI accepts no liability for loss of profit, sales, business, or revenue; loss of business opportunity, goodwill, or reputation; loss of anticipated savings; business interruption; or for any indirect or consequential loss or damage.

Viruses, Malware, and Security

We exercise reasonable skill and care to ensure that our website is secure and free from viruses and malware; however, we do not guarantee that this is the case. You are responsible for protecting your hardware, software, data, and other material from viruses, malware, and other internet security risks.

You must not deliberately introduce viruses or other malware, or any other material which is malicious or technologically harmful either to or via our website.

You must not attempt to gain unauthorised access to any part of our website, the server on which our website is stored, or any other server, computer, or database connected to our website.

You must not attack our website by means of a denial of service attack, a distributed denial of service attack, or by any other means.

By breaching these provisions, you may be committing a criminal offence under the Computer Misuse Act 1990. Any and all such breaches will be reported to the relevant law enforcement authorities and we will cooperate fully with those authorities by disclosing your identity to them. Your right to use our website will cease immediately in the event of such a breach.

Acceptable Usage of our website and Governing Law

You may only use our website in a lawful manner. You must ensure that you comply fully with any and all local, national, or international laws and regulations that apply and you must not use our website in any way, or for any purpose, that is unlawful or fraudulent.

The terms and conditions and the use of the website shall be governed by English Law. All claims or disputes arising out of or in connection with this site shall be subject to the jurisdiction of the courts of England and Wales.

If you have any queries relating to terms of use or this website please contact us using the details below.

How to Contact Us

If you wish to contact us or make a complaint about our website or the service you have received from the PWI, please contact our Membership Team on 01277 230031 or secretary@thepwi.org.

The Permanent Way Institution respects the intellectual property rights of others and we obtain assurances from authors and contributors regarding the permissions they have gained to use any third-party content. If you believe that your work is displayed on this website in a way that constitutes copyright infringement, please contact us at the address below.

A: PWI Central, PO Box 12890, Brentwood, CM14 9RY

T: +44 (0)1277 230031

E: secretary@thepwi.org



PWI MEMBERSHIP TERMS AND CONDITIONS

Version 3.0

April 2021



Last updated: 20 April 2021

These terms and conditions and the documents they refer to form the contract through which the Permanent Way Institution (PWI, we or us) will deliver a service to you as a PWI member (you). On becoming a member of PWI you are agreeing to these terms and conditions and agree to us processing your personal information in accordance with the General Data Protection Regulation 2018 and our Privacy Policy.

Membership applications

The PWI welcomes applications from people who have an interest in rail infrastructure engineering and who are aged 16 years or over. There are five categories of member:

- Apprentice
- Student
- Member
- Fellow
- Honorary Life Member

Submitting a membership application for a specific category does not guarantee membership of this category. We reserve the right to refuse any application for membership.

Code of Professional Conduct

All members agree to abide by the PWI Code of Professional Conduct.

Membership benefits

As a PWI member you will receive a range of benefits. A typical membership package may include:

- Copies of the quarterly Journal
- Full access to the PWI website
- Membership of a local section
- The opportunity to attend events nationwide
- The opportunity to access online information resources

We reserve the right to change the benefits that apply to PWI membership at any time and without prior notice.

Any external providers of a benefit included within your membership package will have absolute discretion in relation to the provision of services, and membership of PWI does not guarantee that the external provider will accept an application from a member for the provision of services. Services supplied from an external provider will be subject to the provider's own terms and conditions, and we do not accept any liability for loss or damage suffered as a result of a fault, error or omission in the provision of these services. We reserve the right to change our external providers without prior notice and our decision on services provided is final.

Cooling off period

We offer a seven working days' cooling off period for new members, effective from the day your application is accepted. This will allow you to cancel your subscription without any penalty. If you wish to cancel your new member subscription, you must notify us within these seven working days in writing, by letter or email.



Right to refuse applications

We reserve the right not to fulfil, or to cancel, your application if we are unable to obtain payment authorisation from the issuer of your card or from your bank in the case of direct debit payments. If you have been convicted of a criminal offence which is not yet spent, or have a prosecution pending, this must be declared. A declaration must also be made of insolvency or undischarged bankruptcy, or if your membership of another professional body has been terminated as a result of disciplinary action. Please note: this information will be treated in the strictest confidence and will only be taken into account if relevant. Spent convictions under the Rehabilitation of Offenders Act need not be disclosed.

If you are accepted into membership, but it subsequently turns out that any or all of the information provided by you was misleading or false, we reserve the right to revoke the membership with immediate effect, without the right of appeal. For the avoidance of doubt, failure to make a disclosure required by this term would be a breach of the PWI Code of Professional Conduct.

Grades and upgrades are granted by the PWI Board.

Journal delivery

We will deliver all Journals to the address you notify to us when you have made a successful application to become a member of PWI. You agree that we will not be responsible for failure to deliver the Journal if you have supplied us with an incorrect address or have failed to notify us of an address change. We reserve the right to dispose of incorrectly addressed envelopes and their contents without an obligation to refund your membership fee if they are returned to us.

We will not be liable to you for any delay in delivery or non-delivery of the Journal in the following circumstances:

- Where the issuer of your payment card refuses to authorise payment for your PWI Membership to us
- Where such delay or failure is due to circumstances beyond our control (see Force Majeure below)

Force Majeure

Neither party shall be liable to the other for any delay or non-performance of its obligations by reason of matters beyond its control including, but not limited to, any act of terrorism, war, riot, civil commotion, compliance with any law or government order, fire, flood or storm, strikes, or any other industrial dispute, delay in transit, power failure, postal delay, or any event that cannot be reasonably be planned for or avoided.

Membership subscriptions

PWI membership subscriptions run for a period of one year payable annually in advance. Your subscription renewal date is determined by the date on which you joined the Institution.

Membership fees are revised annually and are published on the PWI website and in the PWI Journal. You will be notified of the fee changes in writing via your electronic subscription renewal notice (or where a valid email address is not held, via post).



If you set up a Direct Debit in respect of your membership subscription, then your membership will renew automatically. You will receive a renewal notice in advance of the renewal date, informing you of your entitlement to cancel and of any changes to your Direct Debit payment. Any payment arrangements that have been made by Direct Debit will automatically continue unless you notify us and your bank/building society that you wish to cancel it.

Members who reach the qualifying age, as published in the PWI Journal and website, are eligible for a reduced rate. Members aged 80+ years are entitled to free membership. These rates are not automatically applied and you must contact the Membership team to request the reduced rate if you qualify.

Lapsed membership

Membership subscription payments not received within one month of the due date will result in the membership being considered lapsed and all services will be suspended including any right to designatory letters or, in the case of professionally registered members, to remain on the Engineering Council register.

Resignations and refunds of membership subscriptions

You may resign from the PWI at any time by informing the PWI Membership team.

Your subscription will be refunded providing that notification of resignation is received in writing (post or email) within 30 days of the membership subscription start date and providing that you have not gained financial benefit from your membership in this period, such as receiving discounted seminar fees or publications.

If a member passes away within three calendar months of their subscription renewal date, their subscription will be refunded in full. Claims for a refund can be made up to a maximum of one year after the original payment subscription renewal date.

No refunds will be provided unless the notice requirements are complied with.

Applications to rejoin

If you are professionally registered through the PWI and you resign or allow your membership to lapse, you must rejoin within three years to maintain your registration with the Engineering Council. Backdated Engineering Council fees and records of CPD will be required. If the period of non-membership is more than three years, you will have to re-apply for registration with the Engineering Council.

Articles and governance

Members of all grades may play an active role in the life of the Institution and its direction. Members' engagement in the governance and management of the Permanent Way Institution is defined in the Institution's Articles of Association available at www.thepwi.org.

Governing Law and Jurisdiction

These terms and conditions are governed by English law. You hereby irrevocably submit to the exclusive jurisdiction of the English courts notwithstanding the jurisdiction where you are based. If any court or competent authority decides that any of the provisions of these Terms are invalid, unlawful or



unenforceable to any extent, the term will, to that extent only, be severed from the remaining terms, which will continue to be valid to the fullest extent permitted by law.

Queries, comments and complaints

The PWI aims to serve all its members effectively and fairly and member feedback is important. We will respond to any complaint or query received within three working days. This may be an acknowledgement that we have received a complaint whilst further investigations are carried out.

If you have any queries, comments or complaints about your membership please contact our Membership team:

- Telephone: 01277 230031
- Website: www.thepwi.org
- Email: secretary@thepwi.org
- Post: PWI Central, PO Box 12890, Brentwood, CM14 9RY

The PWI reserves the right to amend these terms and conditions at any time.



PWI GOODS & SERVICES TERMS AND CONDITIONS

Version 1.0

December 2021



Last updated: 21 December 2021

These terms and conditions, together with your order, form the contract through which the Permanent Way Institution (PWI, we or us) will supply goods or services to you. On placing your order, you are agreeing to these terms and conditions and agree to us processing your personal information in accordance with the General Data Protection Regulation 2018 and our Privacy Policy.

These terms of sale explain who we are, how our goods will be provided to you, how you or we may change, cancel, or otherwise end the contract, what to do in the event of problems, and other important information.

The term 'Permanent Way Institution' or 'PWI' or 'us' or 'we' or 'our' refers to the owner of the website whose registered office is Swan House, 9 Queens Road, Brentwood, CM14 4HE. The term 'you' refers to the user or viewer of our website.

Defined Terms

In these terms and conditions:

- "Order" means an order placed by you in accordance with these terms and conditions;
- "Order Confirmation" means the order confirmation issued by us to you indicating acceptance of your Order;
- "Goods" means any product listed on the PWI website which we agree to supply to you on these terms and conditions;
- "Services" means any services relating to products (including without limitation warranty and telephone support services) that we agree to supply to you on these terms and conditions;

Business Customers

These terms and conditions also apply to customers buying Goods and Services in the course of business.

Goods, descriptions, and changes

We make all reasonable efforts to ensure that all descriptions and images of Goods available from the Permanent Way Institution match the actual Goods. This does not exclude our responsibility for mistakes due to our negligence. It refers only to minor variations in the correct Goods, not to different Goods. If you receive Goods that are not as described, please refer to Returns.

Prices, delivery charges and VAT

We make all reasonable efforts to ensure that prices shown on website are correct. We may change prices from time to time. Changes in price will not affect any order that you have already placed.

If we have shown incorrect pricing information, we will inform you of the mistake in writing. If the correct price is lower than that shown when you make your order, we will simply charge you the lower price. If the correct price is higher than that shown when you make your order, we will give you the option to purchase the Goods at the correct price or to cancel your order (or the affected part of it). We will not proceed with processing your order in this case until you respond. If you do not respond within 7 days, we will treat your order as cancelled and inform you of the cancellation in writing.



Delivery charges are payable in addition to the prices shown for individual products. Delivery charges are calculated at £6 per item for UK Customers, £8 per item for customers in Europe and £12 per item for the rest of the world.

Where VAT is applicable, this will be added to the price. VAT is chargeable on electronic books, training courses, application fees and non-member seminar tickets.

Placing an order

Orders can be made via the PWI website or by contacting our Membership Team. By placing an Order, you make an offer to us to purchase the Goods or Services you have selected on these terms and conditions.

Our website will guide you through the ordering process. Where any information is required, it will be stated on website, either in the product descriptions or during the order process, as applicable. Before submitting your Order, you will be given the opportunity to review and amend it. Please ensure that you check your Order carefully before submitting it. If you provide us with incorrect or incomplete information during the order process, please contact us as soon as possible.

If we cannot process your Order due to incorrect or incomplete information, we will contact you to ask you to correct it or provide the missing information required for us to supply the Goods to you. If you do not provide the required information within a reasonable period of us asking for it, or if the information is inaccurate or incomplete, we may cancel the Order. We will not be responsible for supplying the affected Goods late or for not supplying the affected Goods if this is due to you not providing us with the required information within a reasonable period of us asking for it.

If we accept your Order, we will notify you of our acceptance by issuing an Order Confirmation. We will provide your Order Confirmation to you by email. In the unlikely event that we cannot accept your Order, we will contact you by email or by telephone and explain why. No payment will be taken under normal circumstances. If we have taken payment, any such sums will be refunded.

Paying for your Goods and Services

Payment for goods and services can be made by credit or debit card, or where your company has completed our approval process, by purchase order. Payment must always be made in advance. You will be prompted to provide payment details during the ordering process.

Cancelling your order

Seminars

Cancellations for seminar bookings made 28 days or more before the date of the technical seminar will be refunded in full. Cancellations made after that date will be charged in full, although substitute attendees can be made at any time.

Application Fees

If you change your mind within 14 days following the payment of an application fee for professional registration, you will be entitled to a refund providing no part of your application has been received and acknowledged by us.



Delivery of products

We will deliver your products to the delivery address provided, and failing that, the billing address for your payment card.

We will use our reasonable endeavours to deliver your products to you within 14 days of the date of issue of your Order Confirmation for UK orders and 30 days for overseas orders, unless otherwise agreed or specified during the ordering process. We will not be responsible for delays that are outside of our reasonable control. If delivery is delayed for such a reason, we will inform you as soon as possible and will take steps to minimise the impact of the delay.

If we are unable to deliver your products to you within these time frames, you will have the option to cancel your order and will be refunded any sums paid for products that you have not received.

Except to the extent that your products comprise digital goods, title to and risk in your products will pass to you on delivery.

Import Taxes and Customs

If Goods are being ordered from outside the UK, import duties, handling fees and taxes may be incurred once your Goods reach their destination. The Permanent Way Institution is not responsible for these charges and we undertake to make no calculations or estimates in this regard. If you are buying internationally, you are advised to contact your local customs authorities for further details on costs and procedures.

As the purchaser of the Goods, you will also be the importer of record and as such should ensure that your purchase is in full compliance with the laws of the country into which the Goods are being imported. The Permanent Way Institution will not be liable for packages refused or held by customs.

Please be aware that Goods may be inspected on arrival at port for customs purposes and the Permanent Way Institution cannot guarantee that the packaging of your Goods will be free of signs of tampering.

If your order is returned to us due to a refusal to pay customs fees, refusal to accept the order or because no one was there to accept delivery of your order or because of a wrong address, you will be refunded the total amount of the order, minus the shipping charge, 10% of the value of the order as a processing fee, and any other fees that are incurred by the Permanent Way Institution during shipping including but not limited to warehousing fees and return postage/courier fees. If the cost to return the product to us is larger than the cost of the refund due, we will abandon the shipment and there will be no credit for the order.

Return of products

If you are not satisfied with any product you have purchased from us, you may return the product to us, providing you contact us within 30 days of delivery of the product to you. Products must be returned in their original condition with all packaging and documentation. Upon receipt of the returned Goods, the price of the Goods, as paid by you, will be refunded to you through the payment method used by you when purchasing the Goods. This right to return does not apply to Digital Products, however, you can ask for a digital product to be repaired or replaced.

If, between 30 days and the first six months of delivery of the product to you, you believe that the product is not of satisfactory quality and/or is not fit for purpose and/or is not as described then you should notify us and provide us with the opportunity to repair or replace the product or digital product. If an attempt to repair or



replace the product or digital product has failed, you have the right to a full refund or an appropriate price reduction if you wish to keep the product or digital product.

If you receive Goods which do not match those that you ordered, you should contact us within 10 days to arrange collection and return. You will be given the option to have the Goods replaced with those ordered (if available) or to be refunded through the payment method used by you when purchasing the Goods. Refunds and replacements will be issued upon our receipt of the returned Goods.

If Goods are damaged in transit and the damage is apparent on delivery, you should sign the delivery note to the effect that the goods have been damaged and take photos of the damage. You should report such damage to the Permanent Way Institution within 7 days and arrange collection and return. Upon receipt of the returned Goods, the price of the Goods, as paid by you, will be refunded to you through the payment method used by you when purchasing the Goods.

In order to exercise your option to return or reject a product for any of the above reasons, you must telephone our Membership Team or email secretary@thepwi.org to make arrangements for return of the product. We will send you written authorisation.

We will only refund postage and packaging costs if the return is a result of our error.

Refunds

All refunds due to you will be made using the same method used by you when paying for the Goods and Services. We will issue your refund as soon as possible and within 14 days of the day on which we receive the returned Goods or, if we have not yet provided an Order Confirmation or have not yet dispatched the Goods, the day on which you inform us that you wish to cancel and end the Contract.

Our Liability

If you are a Consumer, nothing in the Contract shall limit or exclude our liability for breach of any term implied by statute. If you are not a Consumer:

- these terms and conditions set out the full extent of our obligations and liabilities in respect of the supply of the Products and performance of the Services;
- there are no warranties, conditions or other terms that are binding on us except as expressly stated in the Contract; and
- any warranty, condition or other term concerning the Products or Services which might otherwise be implied into or incorporated in the Contract by statute, common law or otherwise (including without limitation any implied term as to quality or fitness for purpose) is hereby expressly excluded.

Subject to the above, we will not be liable under the Contract for any loss of income, loss of profits, loss of contracts, loss of data or for any indirect or consequential loss or damage of any kind howsoever arising and whether caused by tort (including negligence), breach of contract or otherwise. Our maximum aggregate liability under the Contract whether in contract, tort (including negligence) or otherwise shall in no circumstances exceed the amount payable by you to us in respect of the Product(s) in question.



Miscellaneous Provisions

Neither our failure or your failure to enforce any term of the Contract constitutes a waiver of such term. Such failure shall in no way affect the right later to enforce such term.

The invalidity or unenforceability of any provision of the Contract shall not adversely affect the validity or enforceability of the remaining provisions.

Governing Law and Jurisdiction

These Terms and Conditions shall be governed by and construed in accordance with the laws of England; any dispute arising out of or in connection with this Contract will be subject to and within the jurisdiction of the courts of England.

Contact us

To contact us about your order, general comments or complaints please contact our Membership team:

Telephone: 01277 230031

Email: secretary@thepwi.org

Post: PWI Central, PO Box 12890, Brentwood, CM14 9RY

The PWI aims to serve all its customers effectively and fairly and feedback is important. We will respond to any query or complaint received within three working days. This may be an acknowledgement that we have received a complaint whilst further investigations are carried out.

The PWI reserves the right to amend these terms and conditions at any time.

PERMANENT WAY INSTITUTION

THE PROFESSIONAL COMMUNITY FOR RAIL INFRASTRUCTURE ENGINEERING



PWI TRAINING TERMS & CONDITIONS

Version 1.1

January 2021



PWI Course Booking

Provisional bookings can be accepted by telephone or email. However, a booking is only regarded as confirmed once a booking form has been received with a valid Purchase Order number or the fee has been paid in full.

Fees

The course fee per delegate will be the fee published in the literature of the company on the date the booking is made. All fees quoted are exclusive of VAT. Delegates who do not have an open credit account with the PWI must make payment by Credit/Debit card or BACS transfer to secure their booking. Payment must be received no later than 14 days prior to the course start date or within 30 days of the date of the invoice, whichever is the sooner. Companies who hold a credit account with the PWI must settle the outstanding amount within 30 days from the date of the invoice. The PWI reserves the right to charge late payment interest on any outstanding invoice at the rate of 5% above the base rate of Barclays Bank Plc.

Cancellations by the Delegate / Refunds

Any delegate that has booked onto a PWI Course may cancel that booking at any time up to six weeks before the course start date. Cancellations will be refunded, subject to an administration charge of £35 plus VAT. Cancellations received between 4-6 weeks prior to the course start date, will be refunded at the PWI's sole discretion and will be subject to an administration charge of £100 plus VAT. If cancellation occurs within 28 days of the course start date, the course fee becomes payable in full.

Course Transfers

PWI course bookings can be transferred subject to the following terms:

Notice given by Delegate (prior to course start date)	Applicable fee / procedure
More than 28 days	The delegate may transfer free of charge to any other date for the same course.
Between 28 – 21 days	The delegate may transfer to any other date for the same course for £100 plus VAT per course.
Between 20 – 14 days	The delegate may transfer to any other date for the same course for £225 plus VAT per course.
Between 13 days and start time of course	Transfers are not permitted.

Cancellation of Courses by the PWI

The PWI will endeavour to run all published courses and any changes to course dates or times will be notified as soon as possible. In the very rare event that a course is cancelled, the PWI will book the delegate onto the delegate's choice of a future date for the same course. The PWI shall not be liable for any additional costs where a course is cancelled or cannot take place. For this reason, delegates are encouraged not to book travel more than two weeks prior to any course date.

Registration Information

Registration information for each course and for the examination, including directions to the venue and timings, will be sent to the delegate by email at least 7 days prior to the event. The PWI will not be responsible for the non arrival of registration information. Any delegate not receiving the registration information by 7 days prior to the event should contact us on +44 (0)1277 230031.