Terms and conditions for training and eLearning courses

The following constitute the terms and conditions to which applicants agree when booking any ACT training or eLearning courses (**Terms and Conditions**). Throughout the terms and conditions the **ACT** stands for ACT (Administration) Limited and The Association of Corporate Treasurers. The ACT reserves the right to review and update these periodically.

1. Registration with the ACT (creating an account) When booking onto a training or eLearning course we require you to register to create an account and provide us with certain information about yourself. In doing this, you agree to:

- Provide true, accurate, current and complete information about yourself as prompted by the registration form
- Maintain and promptly update the data we hold by logging into your account and updating via 'My profile'

2. Booking a training or eLearning course

2.1 Training and eLearning courses can be booked via the booking forms available on the ACT Learning website. You need to be registered with the ACT before you can do this as you will be required to log in or create your account to complete the form.

2.2 When you submit a booking, your submission represents an offer to the ACT to book you onto the course you selected. On submission of the training course or eLearning course form you will receive an automated summary email of your selection.

2.3 The ACT will accept your offer by entering your booking onto the ACT system and sending you an email confirming that you have been booked together with information on starting your learning.

3. Prices, discounts and sales taxes/VAT

3.1 Notice of new pricing will be given in advance, but the ACT reserves the right to change prices listed without notice.

3.2 Early bird discounts for training courses (15% off the course fee). The discount is not available in conjunction with any other offer and places are subject to availability.

3.3 If you select the rate on the booking form applicable to members of other treasury or accountancy bodies you may be required to provide evidence of your membership.

3.4 If five or more people book onto the same training course from the same organisation they qualify for a 10% discount off the combined course fees. This discount only applies to ACT training courses and cannot be used in conjunction with any other offer. Places are subject to availability.

3.5 The training course fees include: training on the day(s) and all relevant course materials.

4. Payment

4.1 Fees must be paid at the point of booking via Stripe's secure online payment process. If you have an applicable discount code this must be entered at the time of booking, as the discount cannot be applied retrospectively.

4.2 We accept AMEX, Mastercard and Visa card payments. A receipt will be sent to you by email from Stripe confirming payment. Stripe will receive the information needed to verify and authorise your payment card and to process your order and is under strict legal and contractual obligations not to disclose this information to third parties. Please note that if you do not provide accurate details (including type of card and number) or if your credit card company does not authorise payment, your application will be deemed void. The ACT will not accept any liability for costs incurred as a result of applications deemed void in this manner.

4.3 Sales taxes (VAT, TVA etc.) are charged at the applicable rate depending on the product and/or customer.

4.4 We cannot invoice for fees, or accept payment, by instalments.

5. Prevailing terms and conditions Please note that this and all other ACT pre-contractual documentation shall not constitute an offer. All services provided by ACT are on the basis of these Terms and Conditions and if you wish to engage any ACT services we shall only provide them if you accept the Terms and Conditions. If you offer to engage ACT on your own terms and conditions then we shall only accept your offer subject to the Terms and Conditions, which shall, if we provide the services you offer to engage, prevail over any other terms and conditions.

6. ACT Study site

6.1 After booking onto a training or eLearning course you will be given access to the study site. For eLearning, you will be given a licence period of 90 days when purchasing an individual course, and 365 days when purchasing an annual licence (all seven courses). For training courses, you will be given access from the date you are booked on and then until 60 days after

the course start date. By using the site you agree to these terms and conditions. If you do not agree to these terms, you cannot use the site. Access to the study site is for the individual registering for the course only. Access should not be shared with others.

6.2 Whilst we make every effort to keep changes to the site to a minimum, we reserve the right to make any amendments to the terms and conditions at any time to reflect changes affecting our business, including but not limited to, changes in technology, payment methods and legal and regulatory requirements. By continuing to use this site you agree to accept any changes made to the terms and conditions.

7. Ownership and intellectual property rights The study site is owned by the ACT. The content provided on this site together with all materials provided including design, software, code, graphics, text documents and audio are owned by the ACT. No content in whole or in part may be copied, reproduced, uploaded, posted, displayed, or linked to in any way without the prior permission of the ACT. Any such use is strictly prohibited and will constitute an infringement of the ACT's intellectual property rights.

7.1 Video recording Delegates consent to ACT recording the training course, which will be shared with attendees and used for feedback and improvements in training.

8. Special requirements at the training course The ACT will make every effort to accommodate special requirements that have been notified in advance.

9. Behaviour The ACT reserves the right to remove any delegate from a training course whose behaviour is deemed inappropriate by the ACT or its trainers. In these circumstances, the ACT will neither refund any fees nor reimburse any other costs.

10. Trainers The ACT shall provide such trainers to present the training course as it, in its sole discretion, deems fit and the ACT shall be entitled at any time to substitute any trainer with any other person who, in the ACT's sole discretion, it deems suitably qualified to present the relevant course.

11. Liability The ACT does not accept responsibility for anyone acting as a result of information in, or views expressed on, its training courses including course materials. Opinions expressed are those of individual trainers and not necessarily those of the ACT. Participants should take professional advice when dealing with specific situations.

12. Technology The ACT does not warrant that the provision of any content online will always be available or be uninterrupted, timely or error-free, that defects will be corrected or that such content is secure or free from bugs, viruses, errors and omissions.

13. Joining Instructions for training courses Joining instructions including an outline of the day(s) will be available prior to the course start date via the study site. The ACT will not be held responsible for non-receipt of joining instructions and refunds will not be issued under such circumstances.

14. Personal data The personal data you provide when you book the training course will be held in accordance with GDPR and used by the ACT for the purpose of delivering your training course. Your full name, job title and employer will be shared with your trainer in advance of the course.

For the A-Z of Corporate Treasury training course, you may agree to a pre-training course interview with the trainer by selecting this option on the booking form. If you opt-in for a pre-training course interview, your email address will be shared with the trainer for the purpose of arranging the interview.

15. Cancellation

15.1 Cancellation of a training course If you need to cancel your place on the training course, you must notify the ACT via email more than 28 days before the course start date. You will receive a full refund less an admin fee of 20% (plus VAT) of the course fee. If you cancel your place less than 28 days before the course start date, you will not be entitled to a refund.

15.2 Substituting your training course place If you need to substitute your place on a training course, you must notify the ACT via email. If the ACT is notified more than 28 days before the course start date there will be no charge. Any substitutions made less than 28 days before the course start date will incur a £50 admin fee.

15.3 Transferring your place If you can no longer attend the training course you are entitled to transfer your booking onto the next training course that has availability. The transfer option only applies to delegates who are transferring to a different date for the same course and the date must be specified at the time of the transfer. The transfer is free of charge if you notify the ACT via email more than 28 days before the course start date.

- Transfers made 15-28 days prior to a course will be charged at 20% of the course fee plus a £50 admin fee
- Transfers made 0-14 days prior to a course will be charged at 50% of the course fee plus a £50 admin fee Please note once you have transferred your booking you will not be entitled to a refund and you cannot transfer your place more than once.

15.4 Cancellation of an eLearning course Once you have booked onto an eLearning course you have up to 14 days from the purchase date to cancel your booking and receive a full refund provided that the eLearning has not been accessed. After the 14 days, or if the eLearning course has been accessed you will not be entitled to any refund, nor will you be able to transfer

your eLearning to another person or onto another eLearning course.

15.5 Changes and/or Cancellation by the ACT The ACT reserves the right to alter or cancel a training course up to and including the day of the training course in extreme circumstances. If the ACT has to cancel a training course, the following will apply:

- the ACT will try to reschedule the training course and will inform you of the rescheduled dates and location (if course is held face to face)
- if the ACT can't reschedule a face to face training course we will, where possible, provide an alternative (e.g. virtual classroom training course)
- if the ACT is unable to reschedule the training course we will offer you a free transfer to the next available training course
- if you are unable to attend the rescheduled dates, we will offer you a 100% refund of the fee
- any travel costs incurred are entirely the delegate's responsibility. The ACT does not accept any liability for reimbursement of travel costs.
- refunds will be processed within 28 days of receiving your request via bank transfer to the original payer.

15.6 Non-attendance at a training course If you fail to attend the course you are booked onto without giving prior notice to the ACT, we will be unable to refund the course fees or offer a transfer.

Last reviewed: November 2026