

Terms and conditions GOPAS, Inc.

1. Ordering a course

Registration for courses and tests provided by GOPAS are accepted in writing, by fax, e-mail or via the e-shop website. Printed and electronic applications are considered binding. All entries are included according to the order in which they were received. In the event, that the course is already full, you will be contacted by customer support and offered alternative dates and times of the course.

An invitation to training is sent to the applicant upon the receipt of the order by our training centre. A pro-forma invoice will also be sent to the applicant.

Registration fee includes tuition, use of computer technology, course materials and a certificate of course completion. The course fee also includes hot and cold drinks during break and lunches.

2. Paying the Course Fee

Participation in the course is subject to the pro-form invoice being sent so that the corresponding amount is credited to GOPAS accounts no later than the due date stated on the pro-forma invoice. Not paying the pro-forma invoice is not considered an orderly reversal of the course!

3. Cancellation Policy

3.1 Courses

We accept cancellation of the course (cancellation) or request for change of date and time of the course free of charge in writing more than 5 working days before the course starts. An exception to this rule are courses from the following areas: Oracle, Cisco Systems, CITRIX, EMC, Hewlett-Packard, IBM, Internet marketing, JBoss, Juniper, Networks, Project management – PRINCE2, PMI, Red Hat Enterprise Linux, TOGAF, Sybase, Symantec, VMware, EC-Council. It is necessary to change the date and time or cancel such courses at least 10 working days before the course starts.

3.2 Tests

Free cancellation or a change of date and time of the test are accepted in writing more than 3 working days before the test starts. Exceptions are tests of the following areas:

Citrix: USD 7 fee for each test change, the charge is already included in the test fee

ISC2: In particular tests CISSP, change of date and time: USD 50; Cancellation: USD 100

IBM: change of date and time within 24 – 48 hours before the test: USD 10; Cancellation within 24 -48 hours before the test: USD 20

IIA (Internal Auditors Institute Exam): change of date and time: USD 75

EXIN: charge for change of date and time or cancellation: USD 30

Charges plus VAT will be recalculated according to accounting exchange rate and invoiced in CZK.

3.3 Conferences and Seminars

We accept cancellations of a conference or a seminar free of charge in writing more than 14 days before the start of the conference or seminar.

3.4 Generally to cancellation fees

In the case of late cancellation we charge 100% cancellation fees. However, this does not waive the entitlement to retaking the course free of charge within the Guarantee of acquired knowledge.

4. Acquired Knowledge Guarantee

Guarantee of acquired knowledge is an exclusive benefit open to all participants of standard open courses organized by GOPAS Computer School on their premises. The principle of this service lies in the possibility of repeating an already taken course. It is necessary to register for the retake within 30 days from the last day of the first course.

5. Organizational Changes

GOPAS reserves the right to move the date of the course for reasons beyond their control (force majeure, power failure, sudden illness of a lecturer, etc.).

GOPAS also reserves the right not to pursue the planned course, if not more than 3 applicants signed up for the course in 3 working days before the start of the course. In such case, a new date and time of the course will be agreed with the applicant. This does not apply to courses designated by "Guaranteed Dates".

Those terms and conditions are valid from 1 January 2015.