

Bold Alarm Management Software Training

The effectiveness of any system depends not only upon its functionality but also its ease of use. At Bold we aim to ensure that our systems are as user-friendly as possible. However, fast-paced control room environments demand a certain level of operator expertise. The best way to improve knowledge is with hands-on practice and small group tuition in a pressure-free environment. Our training courses are designed to ensure that our clients gain the most benefit from their Bold system whilst ensuring that staff are operating with the maximum degree of efficiency.

Location

Courses can be run at:

- Bold Communications HQ in Warrington, Cheshire
- At the client's premises.

The client's premises may be anywhere within the UK. Where travel and accommodation expenses are incurred by the trainer, these costs will be charged to the client.

Specific Training Needs

Courses run by Bold Communications are designed to meet the specific needs of the client. In order to help us achieve this, we ask for a short questionnaire to be completed which identifies the areas of particular interest which need to be covered.

System overview / introduction courses are run for a minimum of one day, to ensure enough time for the operators to be able to respond to alarms efficiently and effectively.

Specific course requirements, for example in-depth training on reporting, or administrator training for the maintenance application, are run for a minimum of half a day.

Costs

The daily fee is **£795** (exc. VAT) which provides one full days training for up to four candidates. A day's training at our Warrington office begins at 9.30am and ends at approximately 4pm and includes a buffet lunch.

Half day sessions are charged at **£450** (exc. VAT) per session, again for up to four candidates. Half day morning sessions held at our Warrington office will begin at 9.30am and end at 1pm, with afternoon sessions beginning at 1.30pm and ending at 5pm. Half-day sessions held at client's premises are flexible dependent on location and client preference.

Training Booking Form

Thank you for your enquiry about Bold Training.
Please complete and fax this form back to us on **01925 245577** or return by post to the address at the foot of this form.

1. Organisation.....
2. Address (1).....
Address (2).....
3. Contact name.....
4. Contact Tel No.....
5. Email address.....
6. Preferred dates (please give at least two) (1).....
7. Preferred location.....
8. Which product do you require training for (please tick boxes where appropriate)
Gemini v Mini Bold RX3000 RX2000 v
BoldGuard BoldNet IP a Networking for Security Systems –
9. How many days training do you require (minimum – half day).....
10. How many staff do you wish to be trained per day (max 4).....
11. Please provide names of attendees for our records
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12. Which specific areas of the system do you require training in? If you wish to discuss your requirements prior to ordering, please contact us on 01925245599.
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Number of Days @ **£795** per day:

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Number of Half Days @ **£450** per day

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Signed:.....

Total (exc. VAT):

Position:.....

Purchase Order No.....

Training Terms

Training fees exclude VAT and are valid for 30 days. Unless the client has a credit account and is operating within the terms of that account, payment for the provision of training must be received seven days before the training is due to be provided, in lieu of which Bold reserves the right to cancel. Notice of cancellation must be received by Bold Communications Ltd no less than seven days before due date, failing which the full fee is due.

TERMS & CONDITIONS

1. Pricing

Prices are as quoted in UK pounds, US Dollars or Euros and exclude VAT or local taxes, packaging and carriage. Quoted prices are valid for 30 days. We reserve the right, at any time, to increase the price of our goods and services in the event of any variation in the cost to ourselves in supplying the same, or any part thereof caused by any reason whatsoever beyond our control.

2. Customer's Responsibilities

It is the customer's responsibility to provide mains power and telephone lines where required. Bold Communications has a policy of continuous improvement and reserves the right to change product specification without notice. If any variation in the goods or the contract is agreed or is required for compliance with any applicable law, regulation or safety recommendation, the customer shall pay such additional amount and Bold will have reasonable additional time to perform the contract. The customer will provide all reasonable assistance to facilitate completion of the contracted project. Where a contracted project cannot be completed due to default of the customer, written notice of default, specifying the grounds, will be given to the customer by Bold. At this point, any outstanding monies owed to Bold will become due on demand and any increase in the costs of products and services which have become effective since the project was originally costed will be additionally payable.

3. Trademarks, Intellectual Property & Agency

Nothing in this summary of agreement or any other agreement, except as expressly agreed, is intended to create an agency for any business or individual with Bold, or any rights, including any exclusive rights, to use, sell or deal in Bold products and services, or to use the Bold name and trading styles.

4. Software Licenses & Technical Support

All alarm management, receiver and configuration software supplied is subject to an annual licence fee, calculated as a percentage of the prevailing cost of the software. The continuing use of Bold software is explicitly dependent upon the purchase of an annual software licence. This licence and support agreement will renew for a further twelve month period unless the date on which written notice of termination is served no later than two months before the expiry of the original twelve month term.

5. Title to Goods

Title of Risk of damage to or loss of the goods shall pass to the purchaser at the earlier of the time when Bold notifies the purchaser that the goods are available for collection or upon Bold first tendering the good for delivery at the purchaser's address.

6. Training

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7. Limitation of Liability

All products supplied have the benefit of a 12 month return to base repair warranty. Bold Communications accepts no liability for the use or efficacy of products supplied, or for consequential losses as a result of product performance or services supplied or advice tendered. No warranty is extended in terms of the use to which the customer intends for products and services purchased from Bold, and they must satisfy themselves that such products and services are appropriate for the purpose for which they intend to use them. The customer understands and accepts that otherwise Bold's maximum liability is limited to the value of the goods.

8. Communications Networks

No advice or warranty is provided concerning the reliability of particular communications networks operated by third parties for signal transmission. It should be noted that from time to time all networks can go off-line and data can be corrupted during transmission, affecting the accuracy of signalling communications. Customers should satisfy themselves that the transmission method used, the choice of network provider and the possibility of down-time and data corruption is in accordance with the intended purpose to which the products are being used.

9. Credit Terms

Credit terms are subject to status. Title of all goods remains with Bold Communications Ltd until paid for in full. Payment terms are strictly 30 days from the date on the invoice. Credit terms are entirely at the discretion of Bold and may be changed with 30 days notice. Where the terms of credit are not complied with by the customer, Bold reserve the right to close a credit account. In the event of payment default, the customer is liable for all recovery and collection costs incurred by Bold Communications Ltd. The costs will be added to the total value of the invoice.

10. Jurisdiction

In the event of a dispute, UK law shall apply.