

Commercial and Leisure Courses – Terms & Conditions of Business

Please ensure you have read and understood them

Places on the course

Places on the course are offered on a first come, first served basis, and are not guaranteed until we have received appropriate payment or a purchase order number for raising an invoice. All courses have limited spaces available. **By booking and paying the related fees you are acknowledging and accepting our Terms and Conditions of Business.**

Payment Terms

Payment is due 5 working days prior to the first day of the course (unless booked within this time, in which case payment is due upon booking) and will secure your place on the course. The following payment methods are available:

For card payments: Please call our accounts team on **01603 773 3110**

By BACS: An accurate purchase order must be raised and send through to ACCOUNTS@ccn.ac.uk and LEISURECOURSES@ccn.ac.uk. Please note that the invoice raised will need to be settled within our terms, which is payment to be made for the course, before the course date. **All courses Exempt of VAT**

Cancellation Fees

Notification of Cancellation must be provided at least 10 days before the start of the course date. In this case, you will be entitled to a full refund. If the cancellation is within the 10 working days of the start of the course or in the event of a “No-Show Candidate”, you will be liable for the full course fees and no refund or change of course date will be offered. By booking this course you are accepting our Terms & Conditions of Business, please ensure you have read and understood them.

Course Fees

Wherever possible we will include any additional costs such as awarding body registrations, schedules, tests, assessments, and certification. As these may alter, we reserve the right to change the price of courses on offer. Delegates can be substituted at any time, although this may incur an additional registration cost, and assessments or tests may be delayed. **Please be aware that other charges may be required for additional units, equipment hire or Animal category registrations for certain courses.**

Change of Details & Late Changes Fees

Please ensure that all candidate details provided are correct and accurate upon booking, including **candidates legal name, D.O.B, Home Address and personal contact number and email address for course registration.** You may also provide a company contact for other information, but full personal details are required for booking and registration for the course. If incorrect details are supplied, you may be liable for change of details charge fee from the examining body. If you must change the candidate attending the course for any reason, please be aware you may be liable for a new registration fee, due to the change of details with the examining body.



Course Cancellations

Easton College reserve the right to alter, postpone or cancel course dates, whenever the necessity arises. All courses are run subject to sufficient training numbers.

Off Site Courses

Courses that are booked for delivery on customer sites are subject to the same general terms and conditions as given for a course taking place at the college. It is important to note that the College will expect customers to provide the same general facilities and levels of health and safety awareness and practice, as would be found on a course held at the College. A site inspection may be required. Please be aware that should an instructor feel that the site is inappropriate, unsafe, or unsuitable, for whatever reason, they are bound by the constraints of their awarding body's certification to cancel the course. In this event, no credit or refund of fees will be made.

Liability

We do not accept responsibility or liability in respect of loss or damage to any property brought to our premises or any other premises used by us for a course. Appropriate insurance should be arranged by the delegate or his sponsor to cover any eventuality.

Equal Opportunities

Equal Opportunities Provision is available to all those who are able to achieve the required standard and is free from barriers or restriction, unless these are of a legally binding nature. We will endeavour to create conditions where delegates and staff are treated solely on the basis of their merits, abilities and potential regardless of gender, colour, ethnic origin, socio- economic background, disability, religious or political beliefs or affiliations family circumstances, sexual orientation or other irrelevant distinction fully comply with best practice in this area.

Assessments Information

Please be aware that the college offers training courses which are a mixture of Independent, Integrated & Non-Independent assessments. This may mean that your assessment may not be on the same day as your training course, and that you will be required to take additional time after your training for your assessment, to be arranged directly with the Assessing body. **By booking and paying the related fees you are acknowledging that you have read, understood and agree to these terms and conditions.**