

## **Short Course Booking Terms and Conditions**

Please ensure you have read and understood these Terms and Conditions before you make a booking. By placing a booking you are deemed to have read, understood and accepted them.

### **Contract of Sale**

Completion of the booking process and acceptance of our terms and conditions forms your contract with Writtle University College.

### **Payment**

Payment of the full course fees must be made in advance and should be made at the time of placing a booking. It is not possible to attend a course unless payment has been received.

We accept payment by credit/debit card or cheque. For some clients, for example local authorities and schools, we can issue an invoice and payment may be made by BACS or cheque. Invoices must be settled within 7 days of the invoice date or in advance of the training course, whichever is sooner.

### **Cancellation**

Cancellations must be made in writing by post or email. Cancellations will be subject to the following fees:

- Cancellations within 14 days of the start date will be charged the full course fee.
- Cancellations within 15-28 days of the start date will be charged 50% of the course fee.
- Cancellations more than 28 days before the start date will be charged 20% of the course fee.

If the participant fails to attend the course the full course fees are payable.

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 ("Consumer Contracts Regulations"), you may cancel your purchase of a course within a period of 14 working days beginning on the day after we send your booking confirmation. However, there is no right of cancellation where the course begins within this fourteen day period.

### **Delegate Substitution**

A substitute delegate may be named at any time before the course at no additional cost.

### **Transfer**

Requests to transfer to an alternative course or date must be made in writing by post or email.

Transfers may be made up to 28 days before the course start date and will incur no additional fee. However, transfers are subject to availability and Writtle University College is not obliged to ensure suitable alternatives are available.

A booking can only be transferred on one occasion. Requests for subsequent transfers will be treated as cancellations.

## **Course content**

Writtle University College reserves the right to change the content, timing, date, venue or instructor of the course in order to provide a high quality service or where it is necessary for reasons beyond our control.

Writtle University College reserves the right to cancel a course up to and including the date of the course if insufficient bookings have been received and will strive to give as much notice of this as possible. Individuals booked onto a cancelled course will be given the option of a full refund or of rescheduling to a future course date.

Writtle University College will not be liable for any losses or expenses arising from amendments to the course or cancellations.

## **Acceptable Behaviour**

In the interests of all course participants, Writtle University College reserves the right to refuse admission or enforce the removal of any participant whose behaviour or demeanour is, in their view, considered inappropriate or unacceptable. No refund will be offered.

## **Criminal Convictions**

Having a criminal record does not necessarily prevent you from attending a short course at Writtle University College but we encourage participants to disclose criminal convictions so that we can fairly assess any risks and meet our duty of care to ensure safety and well-being of all students, staff and visitors. If you have a criminal conviction which is not spent, please contact us before you make a booking and we will be able to send you the Criminal Convictions Policy and Information Form. You do not need to tell us about a motoring offence for which you received a fine or three penalty points.

## **Intellectual Property**

Course materials are supplied only for your personal use. Writtle University College remains the owner of all intellectual property in course materials. No part of the materials may be copied or reproduced without our permission.

## **Data Protection**

Any personal information you give to us will be processed in accordance with the Data Protection Act 2018, in accordance with the EU General Data Protection Regulation (GDPR). We will use the information to process your booking and for course registration. Any personal data you provide may be held on computer files.

## **Applicable Law and Jurisdiction**

These terms and conditions are governed by and construed in accordance with English law and any dispute arising out of or in connection with them shall be settled by the English courts.