

Short Course Training Booking Terms and Conditions

Please ensure you have read and understood these Terms and Conditions. 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 and/or assessment 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 and/or assessment unless payment has been received.

We accept payment by credit/debit card, cheque or BACS. For some clients, for example local authorities and businesses, we can issue an invoice on receipt of a purchase order and full invoicing details. Invoices must be settled within 7 days of the invoice date or in advance of the course and/or assessment, whichever is sooner.

Cancellations

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

All cancellations must be made in writing by post or email. Cancellations made more than 14 days after receipt of the booking confirmation will be subject to the following fees:

- Cancellations received more than 14 working days before the start date will be charged an admin fee of £50 or 25% of the fee whichever is the lesser amount.
- Cancellations received within 14 working days of the start date will be charged the full fee. *We are unable to provide refunds beyond this period because the University College will have already incurred costs to prepare for delivery.*

Non-attendance will incur the full fees.

Transfer

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

Transfers may be made up to 14 working days before the start date and will incur no additional fees. 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.

Participant Substitution

A substitute participant may be named at any time before the course at no additional cost. One exception to this is when the participant has already been registered with the Awarding Organisation, in this instance an additional fee of £55 will be charged.

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

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

Acceptable Behaviour

In the interests of all 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.

Intellectual Property

Course materials are supplied only for the participants 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 UK General Data Protection Regulation (UK 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.