

## **Booking system: Terms and Conditions (in-house courses)**

### **Introduction**

The Education and Training Foundation (ETF) offers subsidised courses to practitioners and managers who are (unless stated otherwise) employed by ESFA-funded provider organisations. These courses are either:

- “open” courses, hosted at a third-party venue and available to customers from various local providers;
- “in-house” courses, hosted at a provider’s premises and only available to staff working at that particular provider;
- “mixed model” courses, hosted at a provider’s premises and available both to staff working at that particular provider, and to staff from other local providers.

As part of its provision, the ETF is committed to fulfilling all courses on the date and times advertised, and therefore advises that all course bookings are made as far in advance of the course start date as possible.

By accepting these terms and conditions, you are entering into a contractual relationship with the Education and Training Foundation, 157-197 Buckingham Palace Road, London, SW1W 9SP.

### **Payment**

Course fees are due in full prior to the course commencing. For bookings made less than 2 days before the course start date, all fees must be paid within 30 days of the course commencing. In the event of late payment, we reserve the right to decline future course bookings from the same institution. We also reserve the right to charge interest on outstanding invoices at the rate of 2% per calendar month.

In the event that additional expenses have been incurred these will be added to the final quote. A purchase order number will be required at this point and added to the invoice. (Please speak to your course provider for more information where additional expenses will be applicable).

### **Authorisation**

By submitting a booking to us, by whatever means, you are acknowledging that you have received authorisation for this expenditure from the relevant person at your institution. Therefore, we reserve the right to pursue payment for your booking 7 days after it was completed.

### **Subsidies**

Unless stated otherwise, our subsidised prices are available exclusively for employees of ESFA-funded organisations. By selecting this option during booking, the booker is confirming that they, or the person they are booking for, work for an ESFA-funded organisation. The ETF reserves the right to periodically spot check and validate this confirmation and to pursue customers for additional payments if this confirmation is proved to be invalid.

### **Booking cancellations, transfers and refunds**

All cancellations and transfers for in-house courses must be requested in writing to your direct contact for the ETF or to [bookingsupport@etfoundation.co.uk](mailto:bookingsupport@etfoundation.co.uk) or by phone to 0800 0 831 830.

If a customer makes a cancellation within seven working days of placing their booking (see “cooling off period”, below), or more than three weeks before the start date of the course, they are entitled to a full refund for the same amount paid for the course.

However, if a customer requests a cancellation after the cooling off period, and less than three weeks before the start date of the course, they are not entitled to a refund.

A customer can request a transfer of their in-house course to an alternative date, subject to availability of trainers. If this request is within the cooling off period, they will be entitled to the transfer at no extra cost.

However, if a customer requests a transfer after the cooling off period, and less than three weeks before the start date of the course, they will be charged an additional transfer fee of 25% of the original course price.

### **Course cancellation**

In circumstances where the ETF (and its partners) are required to cancel a particular in-house course instance, the customer will be notified at least 7 days before the running date.

The customer will be offered the option to transfer at no additional charge to an alternative date, subject to the availability of trainers. If there is no available alternative, or the customer chooses not to transfer their booking, the ETF will refund their payment, or cancel any unpaid invoice.

If the customer chooses to transfer to an alternative instance, ETF will transfer their booking and adjust against the record of their payment/invoice.

### **Course content**

The ETF’s courses are constantly updated and improved and we reserve the right to alter any of the courses’ content without prior notice. The ETF will make every effort to provide the services and courses as specified, but, if for any reason beyond its control it fails to do so, neither the ETF nor its trustees or employees shall be liable for any resulting loss or damage.

### **Certificate of attendance and Impact Surveys**

The Foundation will issue Certificates of attendance and send requests for Impact Survey feedback to the ‘registered’ delegates booked onto the course once all sessions of the course have been attended.

If a delegate misses any session, they will be required to complete the missed sessions before certification. Certificates cannot be issued only for partial attendance.

### **Cooling off period**

From the date of making your booking with us, whether online or by phone, you have 7 days during which you can make a cancellation or transfer without charge. Thereafter your booking will be bound by our terms and conditions as detailed above.

### **Data protection and security**

The Education and Training Foundation is committed to ensuring that your privacy is protected. Should we ask you to provide information by which you can be identified when using this website, it will only be used in accordance with our privacy statement. Our privacy statement, which details the ways in which we process, hold and share data about

customers, is available at <http://www.et-foundation.co.uk/terms-of-usage/privacy-cookie-policy/>.

Where we do share information with third-parties to deliver services such as training courses, we require that all such third-parties treat your personal information as confidential and comply with all applicable UK Data Protection and Consumer Legislation.

The ETF also recognises the importance of customer data, and its booking portal complies with industry-standard security levels. Customers should take all reasonable steps to ensure that login details are secure and passwords are protected. Customers should take extra precaution when accessing their account in a public space or on a shared computer to protect personal information.