

Booking system: Terms and conditions (open courses)

Introduction

The Education and Training Foundation (ETF) offers subsidised courses to practitioners and managers who are (unless stated otherwise) employed by SFA-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.

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

Where stated in the course descriptions, our subsidised prices are available exclusively for employees of SFA/EFA-funded organisations. By selecting this option during booking, the customer is confirming that they work for an SFA/EFA-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 open courses must be requested in writing to bookingsupport@etfoundation.co.uk or by phone to 0800 0 831 830.

If a customer **cancels** a booked place on an open course within seven working days of placing their booking (see “cooling off period”, below), he/she is entitled to a full refund. After this period, as long as the cancellation is more than two weeks before the start date of the course, he/she is entitled to a full refund for the same amount they paid for the place.

However, if a customer cancels after the cooling off period, and less than two weeks before the start date of the course, he/she is not entitled to a refund. He/she can nominate a colleague from the same institution to take his/her place under the same original booking without a further payment.

A customer can request a **transfer** to an alternative, identical instance of an open course. He/she will be offered a transfer if there is space available on an alternative instance. If there is no space available, the customer can retain their original booking, or cancel.

If the customer requests the transfer within seven working days of placing their booking (see “cooling off period”, below), he/she is entitled to a transfer at no extra cost. After this period, as long as the transfer is more than two weeks before the start date of the course, he/she will still be entitled to a transfer at no extra cost.

However, if a customer requests a transfer after the cooling off period, and less than two weeks before the start date of the course, he/she 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 open course instance, the customer will be notified at least 7 days before the running date.

The customer will be offered the option to transfer (if available) to an alternative instance at no additional charge. 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 ETF is committed to comply with the Data Protection Act 1998 and our data code, privacy policy and a guide to the ways in which we process and hold data about customers is available at booking.etfoundation.co.uk

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.