



## TERMS AND CONDITIONS

- 1. Confirmation of dates.** Once course dates or space on courses have been agreed all payments owed will become due within 28 days. With regard to cancellation please see item 8 below.
- 2. Confirmation of learner spaces booked.** The client must pay for the number of learner spaces booked.
- 3. Illness and Injury.** In the event of illness or some other unavoidable impediment to trainer availability, Aptitude Training reserves the right to use replacement trainers of a suitable calibre, if available at short notice. In the event that training cannot take place as agreed due to trainer illness or impediment or due to travel problems caused by hazardous road or weather conditions, Aptitude Training reserves the right to cancel the training. In this event, a new training day will be agreed.
- 4. Certification.** A certificate will be provided to each learner successfully completing a course, providing full has been received.
- 5. Venue arrangements.** Aptitude Training will arrange the venue and the cost is included, unless otherwise agreed.
- 6. Copyright and use of training material.** Our courses are carefully structured and based on up-to-date research and best practice and are tailored to be context and environment specific to meet the needs of delegates and the training objectives of the client's organisation.

The copyright of all course materials including Course Notes, Exercise Sheets, Visual Teaching Aids and Power Point presentations remains at all times the property of Aptitude Training and / or the trainer who produced the material. All teaching and delegate material produced for use within our courses will be supplied by Aptitude Training unless otherwise agreed. If course notes are printed by the client organisation, the copyright still remains that of Aptitude Training and the author. They must not be used for commercial training purposes or reproduced for wider distribution within the organisation or externally without the explicit agreement of Aptitude Training.

- 7. Videoing.** Videoing and the taking of pictures are not permitted without the express written permission of Aptitude Training. Any videoing and photographs taken by Aptitude trainers will be with the permission of the client and delegates taking part.

**8. Cancellation fees.** Where appropriate alternative dates can be offered, otherwise cancellations of bookings will be charged at the following rates:

|  |                      |
|--|----------------------|
| .6 weeks prior to course start date        | .25% of course fees  |
| .28 days prior to course start date        | .50% of course fees  |
| .14 days prior to course start date        | .75% of course fees  |
| .7 days or less prior to course start date | .100% of course fees |

### **9. Learner Ability**

The course is designed for practitioners in the children and young peoples workforce. Although no formal qualifications are required individuals need to have the capacity to read and write in English and the physical ability to undertake and perform the skills required. Therefore, if you do have an impairment which you feel may compromise your ability to undertake the course, please seek the advice of a medical professional before attending. Any concerns about a delegate's ability or competence to undertake the training will be brought to the individual's attention by the training staff.

### **10. Timekeeping**

Please ensure your staff arrive promptly for each session. Late delegates may be refused entry at the discretion of the trainer.

### **11. Refreshments**

Aptitude Training does not provide refreshments or food. Breaks can be taken as required.

### **Learner declaration**

I agree to the Terms and Conditions of this booking and in making payment to Aptitude Organisation CIC I fully understand my responsibilities in this agreement.