

2/27/2023

# Terms & Conditions.



**COMMUNITY ACADEMY TRAINING**

*Bringing back to the community*

## Terms and Conditions



### PRIVACY NOTICE

### TERMS & CONDITIONS FOR COURSE RESERVATIONS

In these terms and conditions of trading, 'Community Academy Training' means Community Academy Training.

'Client' means the person(s), company or organisation for whom the services of Community Academy Training are provided;

'Student' means the individual nominated by the client to attend a Community Academy Training course as a delegate.

#### 1. FEES / HIRE CHARGES

Fees and Hire Charges are valid for thirty days from date of quotation.

#### 2. CANCELLATION

Community Academy Training reserve the right to cancel or postpone any pre-advertised course or room hire. If this becomes necessary, as much notice as possible will be given and the Client will be offered a choice, with due consultation, of either (a) a full refund if the course/hire has not yet commenced, (b) a proportionate refund if the course/hire has commenced but not yet finished or (c) an alternative date to commence or complete the course as appropriate.

In circumstances where the Client requests cancellation of an already reserved place or places on a course, no fees will be payable, provided that not less than 21 days written notice is given to Community Academy Training prior to the course commencement. If less than 21 days written notice is given, Community Academy Training reserve the right to make an appropriate charge for administrative and other expenses as follows:

14 - 20 days written notice prior to course commencement - 25% of the course fee.

7 - 13 days written notice prior to course commencement -50% of the course fee.

Less than 7 days written notice prior to course commencement -100% of the course fee.

In exceptional circumstances, and at the discretion of Community Academy Training, a reserved place or places on a course may be postponed rather than cancelled. In this circumstance the client must immediately commit to transferring the student to a similar Community Academy Training course to be run at a later date. Transfer of students to another similar course will be confirmed in writing to the Client and cancellation fees will be waived. Postponement of a reserved place or places on a course can only take place on one single occasion. Further postponement of an already postponed place or places will be

treated as a cancellation and will be subject to a cancellation fee of 100% regardless of the amount of written notice which is given by the Client.

Community Academy Training requires not less than 3 working days notice of cancellation of a room hire. In all other circumstances the customer will be charged at the full rate for the room hire. Please confirm all cancellations and amendments in writing.

### 3. FAILURE TO ATTEND AND/OR LATE ARRIVAL FOR A TRAINING COURSE

Notwithstanding the provision of 2 (above), if any student fails to attend a course or part of a course on which a place has been reserved for them fees in respect of that student will be payable in full, however: (a) if the course on which a place has been reserved has not yet commenced, a substitute student may be nominated (b) if the course on which a place has been reserved has already commenced, but for exceptional reasons the student has not been able to complete the course, an alternative date will be offered to enable the student to complete the remaining part of the course. 'Exceptional circumstances' means sudden illness, injury or compassionate grounds.

Community Academy Training reserve the right to refuse admittance to a delegate to a course on the grounds of late arrival where this would adversely affect the ability of the delegate or group to complete that course.

### 4. SUITABILITY FOR TRAINING COURSES

The Client is responsible for ensuring that any student selected to undertake a Community Academy Training, training course conforms to the Prerequisites for the specific course as laid down by Community Academy Training. Failure to comply with pre-course requirements may result in the student being withdrawn from the course or the issue of their certificate of qualification being held back until such time as the requirements are met.

### 5. DISCLAIMER

Community Academy Training shall not be held liable for any loss, damage, expense, injury or delay of any kind to the Client or student of the Client or any third party by any act, default or omission howsoever caused, except insofar as such liability cannot be excluded by law.

### 6. ALTERATION

Community Academy Training reserve the right to amend these terms and conditions without prior notification. These terms and conditions shall be governed by English law and any alterations, modifications or extensions affecting the above clauses shall not be valid unless agreed by Community Academy Training and acknowledged in writing.

## 7. CERTIFICATION

Please note that certificates will not be issued until payment has been received in full for a booking.

## 8. LATE PAYMENT

We understand and will exercise our statutory right to claim interest and compensation for debt recovery costs under the late payment legislation if we are not paid according to agreed credit terms. The late payment interest rate is currently the Bank of England reference rate plus 8%, an administration charge of £70 will be added for debts over £1000, and £40 for those under £1000