

Terms and Conditions for Course Bookings

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These Terms and Conditions apply to all course bookings made with Individuality Training Ltd. By booking a course, you agree to the following terms:

1. Bookings and Payments

- All course bookings must be made via our online booking system unless otherwise agreed in writing.
- A course deposit is required at the time of booking to secure your place (unless a group invoice arrangement has been pre-approved). The remaining balance is due no later than 7 days prior to the course start date.
- For group or organisational bookings by invoice:
 - A valid Purchase Order (PO) must be provided in advance of the course start date.
 - Our standard payment terms are 30 days from the invoice date.
 - Learners will not be permitted to attend without a valid PO or confirmed payment arrangement.

2. Cancellation and Refund Policy

We aim to be fair while ensuring the viability of our training provision. These are highlighted below

2.1. Learner Cancellations

- More than 30 days before the course start date: A full refund will be issued, minus the non-refundable deposit.
- Between 30 and 14 days before the course start date: A 50% refund will be issued, minus the deposit.
- 14 days or fewer before the course start date: No refund will be issued.

2.2. Transfer Requests

- Transfer requests must be submitted in writing and are subject to approval.
- Only one transfer is permitted per booking.
- Transfer to an alternative date must be made within six months of the original booking, subject to availability.

2.3. Bespoke or Private Courses

- Bespoke courses, including those organised specifically for a client or organisation, cannot be cancelled once a valid Purchase Order or written confirmation has been received.
- However, we will offer the option to defer the course to a mutually agreed future date, subject to trainer availability and venue arrangements.

3. Non-Attendance

- Failure to attend without prior notice will result in forfeiture of all fees paid, with no entitlement to refund or transfer.

4. Retake Policy

- Where a retake is required for a course unit(s) failure a retake fee will be required. The course retake fee will be £30.00.
- Where further tutoring is required for the retake a further tutor/examiner fee will be required. This will be highlighted in your course welcome pack

5. Provider Cancellations and Changes

- We reserve the right to cancel or reschedule a course in cases of low enrolment, tutor illness, or other circumstances beyond our control.
- In such cases, you will be offered a full refund or the opportunity to transfer to another available course.
- We are not liable for any associated costs incurred (e.g. travel, accommodation).

6. Learner Responsibilities

- Learners must meet all stated prerequisites and participate fully in course activities.
- Disruptive, inappropriate, or unsafe behaviour may result in removal from the course without refund.
- Attendance on a course does not automatically guarantee a pass. Learners must meet and pass all assessment criteria in order to successfully complete and be awarded certification for the course.
- Learners must notify us of any additional learning needs, medical conditions, or reasonable adjustment requests at least 30 days prior to the course start date.

7. Liability

- Individuality Training Ltd accepts no responsibility for any injury, loss, or damage to personal property during the course unless directly caused by our negligence.
- Learners are responsible for ensuring they are physically fit and able to take part in practical elements of any training.

8. Data Protection

- We comply with all UK data protection legislation, including the UK GDPR and Data Protection Act 2018.
- Your personal information will be processed in accordance with our Privacy Policy, and will not be shared with third parties except where legally required or essential for course delivery (e.g. awarding bodies).

9. Intellectual Property

- All course materials, content, and resources remain the intellectual property of Individuality Training Ltd.
- Materials may not be copied, distributed, or reproduced without prior written permission.

10. Marketing Communications

- By booking a course, you consent to receive emails about relevant training opportunities, services, or updates from Individuality Training Ltd.
- You can unsubscribe at any time by clicking the link in our emails or contacting us directly.