

## Terms and conditions for purchase of Schools' Choice Training and Events

These terms and conditions apply to anyone using our learning hub to book places on our training and events. You should familiarise yourself with these terms and conditions before booking a course or event.

Should you refuse any of these terms and conditions you will not be able to book a course with us. If you do purchase a course with us, it is assumed you have read and agree to these terms and conditions.

### 1. About us

1.1 Our company is registered in England and Wales with Company number 07728211, VAT registration number 07728211, with registered office at 2 Friars Bridge Road, Ipswich, Suffolk, IP1 1RR.

1.2 You can contact us on [services@schoolschoice.org](mailto:services@schoolschoice.org)

### 2. Courses and events we offer

2.1 All our courses are owned solely by Vertas Group Ltd. You are not permitted under any circumstances to distribute, copy or use any of the information or images contained within a course for any purpose other than your own use. The only exception to this is where you sign up to and return a Train the Trainer (T4T) agreement.

2.2 We strive to ensure our courses are fully up to date and error free. Any errors that may be present do not affect any terms and conditions set out in this document.

### 3. Your responsibilities

3.1 Anyone using a credit or debit card to purchase courses must have the right to use the card.

3.2 When purchasing on behalf of an organisation, you must have the right to place orders on behalf of that organisation.

3.3 It is your responsibility to check the course details and that it meets your requirements. If you are unsure if the course meets your requirements, please make contact with us. No refund will be issued outside the stated refund period due to any misunderstanding regarding the course details.

3.4 We provide certificates related to statutory training requirements. It is therefore unacceptable for anyone other than the named person on the booking to attend a course.

### 4. Delivery

4.1 All our courses are delivered online on an appropriate platform, usually Zoom.

4.2 If you are booking on behalf of other delegates in your organisation you will need to create an account when you first login.

4.3 If you have any issues with your account access it is your responsibility to contact us on [services@schoolschoice.org](mailto:services@schoolschoice.org) or [safeguarding@schoolschoice.org](mailto:safeguarding@schoolschoice.org) so that we can resolve these.

4.4 If you are unable to access your course due to technical difficulties, we will do our best to transfer you on to an alternative course but cannot guarantee that there will be a space available. You will not be eligible for a refund and may incur an additional charge.



4.5 If you wish to transfer your booking to another date, we will make our best efforts to arrange this. However, if this request is made after the refund period (see 6 below) we reserve the right not to issue a refund for the original booking. This is because we may not be able to resell the place to another delegate at this stage.

## **5. Payment**

5.1 Payment may be made via the website using credit / debit card or via invoice on the provision of a purchase order number at the time of purchase

5.2 You are required to inform us of the name of your organisation when making a booking.

5.3 Your order receipt will be created after purchase and emailed to you for your records

## **6. Refunds and cancellations**

6.1 You have the right to cancel or amend your booking for a full refund up to 30 days before the course date. To cancel or amend your booking send an email to [safeguarding@schoolschoice.org](mailto:safeguarding@schoolschoice.org). Amending your booking after this date will incur a full charge of course fees.

6.2 No refund request will be accepted after this date except in exceptional circumstances and at the discretion of the service lead. Any refund agreed in these circumstances will be confirmed in writing.

6.3 No refunds will be accepted for non-attendance at the event.

6.4 Once a refund request is accepted, we will provide you with a refund as soon as practicable to the credit/ debit card used in the purchase or via credit note.

6.5 If you have made multiple booking on behalf of delegates in your organisation, the same refund arrangement will apply to each individual place on the course.

## **7. Event cancellation**

7.1 If due to unforeseen circumstances we need to cancel an event, you will be offered the choice of a full refund or a place on an alternative course.

7.2 If the minimum delegate numbers are not achieved, we may make the decision to cancel the course. In this event you will be offered the choice of a place on an alternative date or a full refund.

## **8. Liability**

8.1 Any liability to you will not exceed the price paid for a course.

## **9. Personal Information**

9.1 You can find details of how we handle your personal information in our privacy policy.

