

Bridge Training UK

TRAINING POLICY: TERMS AND CONDITIONS

The following terms and conditions apply to our training programmes and apply to all trainees. Please read them before attempting to register.

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Booking your course

- 1.) Unless otherwise stated, all courses attract a fee.
- 2.) Each course also attracts a minimum deposit.
- 3.) There are various minimum deposits required to book, register and reserve a seat on your chosen course.
- 4.) This also applies to exams resit. In other words, all resits are chargeable.
- 5.) Minimum deposits are non-refundable.
- 6.) To book a course, there are several options: online, over the phone, BACS or by completing a booking form at the centre.
- 7.) All courses must be booked with the appropriate fee.
- 8.) Please contact us if you require any assistance with booking your course.
- 9.) All course fees relating to your chosen course must be paid in full before or on the start day of the course, unless alternative arrangements have been agreed between the centre and you.
- 10.) All course bookings are subject to availability and Eligibility Criteria (as defined in No 15 of these Terms and Conditions).

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11.) Before booking your course and making the required payment, please ensure that you meet the Eligibility Criteria.

12.) Clause 10 of these *Term and Conditions* will apply to any cancellations made if the Eligibility Criteria are not met.

Postponement and Cancellation

13.) Should you wish to postpone the start of your chosen course, you must give us written notice of your intention.

14.) Written notice is required at least 7 days prior to postponement of the start date for the course you have booked.

15.) Written notice is required and applicable, whether you have paid your course fees in full or not.

16.) If you wish to cancel your course booking, please note that cancellation will only be accepted if you notify the centre first.

17.) Your notice to cancel must be given in writing.

18.) You must also give the centre at least seven (7) days' notice before the course starts.

19.) Other conditions apply. Please refer to 'Compliances and Policies' below.

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20.) To cancel your course, you must contact the centre by emailing info@bridgetraininguk.co.uk.

21.) If we reasonably believe that you are not legally entitled to book a course, we reserve the right to cancel your order.

22.) In the event of such cancellation, a cancellation fee will be applicable.

Compliances and Policies

23.) Candidates must comply with the *Bridge Training UK* Equal Opportunities Policy.

24.) Candidates must comply with the Health & Safety at Work Act 1974.

25.) **Refunds Policy:** Cancellation of a course booking is accepted only when after you have given the centre, prior written notice.

26.) Your written notice must be submitted at least a seven days before the start of the course you have booked.

27.) Once your written notice has been accepted, you will be entitled to a refund of your fees.

28.) Please note that standard charges apply to any refunds.

- 29.) The main charge is a 35% cancellation administration fee.
- 30.) Fees will not be refunded on any cancellation requested once the course has already started.
- 31.) The refund process can take up to one (1) month
- 32.) All refunds must first be approved by the Managing Director of the Company.
- 33.) In the absence of the Managing Director, the refund process may take between two and four (2-4) weeks longer to resolve.
- 34.) In the event that a course which you have booked is not available, you will be offered an exchange or refund (whichever is appropriate).
- 35.) If a candidate does not attend on their chosen date, they are liable for any costs incurred by the company in registering them and reserving a seat/space for the candidate.
- 36.) Candidates could be moved to another course date if enough notice is received by email and or compelling proof provided to justify change of course date.
- 37.) Candidates who start the course and drop off are not due any refunds and are liable for the full course fee.
- 38.) Exam results are changeable except stated otherwise.

39.) **Currency Policy:** Unless otherwise stated, all transactions are in Pounds Sterling (£/GBP).

40.) Regarding age-restricted courses, if you wish to book a course which can only be undertaken by persons of a certain age, you may be asked when registering to declare that you are of the appropriate legal age to undertake the course.

41.) **Eligibility Criteria:** You must have competency in Speaking, Reading and Writing at least at Level 1 in English to sign up for an SIA course.

- You must provide sufficient proof of ID, 2 proofs of address and 2 passports photos.

Disclaimers

42.) The centre reserves the right to change course fees and other details such as days and times.

43.) Information displayed on the centre website, or any printed material is an invitation to query; to request more detailed information.

44.) All *Bridge Training UK* courses will run only if there are 'sufficient numbers' of candidates for running such courses.

45.) The need to meet the 'sufficient numbers' requirement may affect training dates.

46.) If the required minimum candidates are not attainable, a course may be postponed, cancelled or subsumed into another course.

47.) Course dates may also be postponed, cancelled or subsumed into another course in response to emergencies and or unforeseen circumstances

48.) There is a special concession for candidates who are willing to move the postponed course/group to join the next training session.

49.) *Bridge Training UK* does not accept liability for refusal by the SIA to grant licences.

50.) *Bridge Training UK* does not accept any responsibility for any delay or refusal by the awarding body to issue certificates.

Bridge Training UK reserves the right to add to or vary these Terms and Conditions at any time.