



Terms and Conditions for TT Training and Consultancy Company Ltd

Definitions:

'We', 'Our' or 'Us' refers to TT Training and Consultancy Company Ltd

'Days' refers to sequential calendar days.

'Trainer' refers to assessor, tutor or trainer appointed by TT Training and Consultancy Company Ltd to carry out education, training or assessments.

'Venue' refers to the allocated place where the education, training or assessment will take place, including third party, indoor, outdoor or customers' own venues.

'Learner' refers to trainees, apprentices or anyone undertaking education, training or assessments including short courses and qualifications.

The 'customer' refers to the person or company who have made the booking.

These terms and conditions do not affect your statutory rights.

TT Training and Consultancy Company can be contacted by the following methods:

Email: info@ttcompany.co.uk

Telephone: 01803 897897

Writing: Orchard Lodge, Isaacs Road. Torquay. Devon. TQ2 8NB

Provisional Bookings

Provisional bookings can be made by telephone or by email. If a provisional course or place is booked within 10 days of the start of a course the full cost of the booking must be paid for. Once a provisional booking has been made a booking form will be sent to you electronically, this must be completed and returned within 7 days, by email to info@ttcompany.co.uk

Confirmed Bookings

Upon completion and return of a booking form you have confirmed the booking. An invoice will be sent to the customer which must be paid in full within 30 days of the invoice date or 10 days prior to the commencement of the course (whichever occurs first). We do not issue certificates until all invoices are paid in full.

Cancellation – Short Courses

An individual place or a full course can be cancelled up to 30 days prior to the commencement without incurring cancellation charges. If the cancellation is within 30 days the following charges apply, on a sliding scale:

30 – 15 days	- 50% of the course/place cost
14 – 10 days	- 75% of the course/place cost
9 – 1 day	- 100% of the course/place cost

Cancellation – Qualification

When you have booked and paid for a qualification you have 7 working days to cancel the course. If you have purchased an online/distance learning or blended learning course and have already accessed, downloaded all or part of the course and/or started to use that course then you shall have no right to cancel your order and no right to a full or partial refund.

Missed Appointments

Where possible missed appointments will be rescheduled, at the trainer's discretion. If a learner repeatedly fails to attend planned appointments or repeatedly cancels planned appointments (on more than 3 occasions) we reserve the right to recover costs incurred including travel costs and tutor time.

Unpaid invoices

Invoices have a 'due by' date on them. If you dispute an invoice, please contact us within 7 days of receiving the invoice. If you think you will have a difficulty paying an invoice it is essential that you contact us as soon as possible. We reserve the right to add a 3.5% fee to the invoice every calendar month that it remains unpaid. In addition to this any costs related to the recovery of the unpaid invoice will also be passed on to the customer.

Instalment payments

TT Training and Consultancy Company Ltd aims to provide an accessible service and this may include the agreement of invoices being paid in instalments. If you need to pay your invoice by instalments this must be agreed in advance with a company director. Any agreement must include the amount and dates of payment. Interest will not be charged. If a learner fails to keep up with instalments, then TT Training and Consultancy Company Ltd reserves the right to request for the invoice to be paid in full. Certificates will not be claimed or issued until the invoice has been fully settled. If you have purchased a course and have already accessed, downloaded all or part of the course and/or started to use that course then you shall have no right to cancel your order and will be liable for the full cost of the course.

Additional Learners

Where a fixed price has been agreed for a whole course it will include a set number of learners. If you wish to exceed this number then please contact us to discuss options. Where additional learners can be accommodated there will be corresponding fees.

Course Content and Copyright

Where possible trainers will be flexible and adapt course content to meet your needs. Specific requirements must be agreed 10 days prior to the course commencing. Requests made later than this will only be implemented if it is deemed reasonable by the trainer.

All of our materials and other intellectual property are covered by copyright law. This includes all of our administrative paperwork, electronic and training materials. These may not be copied or reproduced in any way.

We take intellectual property rights seriously and will take legal action if our materials are used inappropriately.

Behaviour

Learners are expected to behave professionally and courteously on our training courses. This is important so that all learners have a positive experience, are treated fairly and our trainers are respected. Anyone under the influence of alcohol or drugs will not be permitted to remain in training. We reserve the right to exclude delegates who are disruptive or to stop a course which is perceived as being disruptive. The trainer will make this decision. Course costs will not be refunded under these circumstances.

Venues

Where we are delivering a course at your venue it is vital that health and safety is maintained. Please ensure the trainer knows of any health and safety issues, the location of first aid provision and how to evacuate the building correctly. We have a policy on lone working and ask that trainers are not left alone to lock up a building.

Evidence

While undertaking training you may generate 'evidence' or a 'portfolio' we have a duty to keep this evidence to share with any relevant awarding bodies. Any evidence or portfolio which has not been requested by the learner will be destroyed in a confidential manner 2 years after completion. Completed portfolios can be posted for the cost of the postage or scanned and emailed to the learner.

Date: 2nd January 2013. Reviewed: 8th November 2013 . Reviewed December 2016. Reviewed Jan 2018. Reviewed September 2018. Reviewed: January 2019