

## Open Course Terms and Conditions

For the purposes of these terms and conditions Specialist Training Consultants Limited will hereafter be referred to as “us” or “we”.

Clarifications should be sought via email prior to booking.

### Dates and format

The course dates are as advertised, clarifications should be sought via email prior to booking.

Each day will consist of a minimum of eight contact learning hours unless otherwise specified.

Learning will begin at the venue, 0900 (local time) unless otherwise specified.

### Location

Open courses are held at our training centre in Newhaven, East Sussex, UK unless otherwise specified.

Some courses will involve off-site venues within a short distance from our training center.

### Travel

It is the responsibility of the learner to organise travel to and from our training centre or venue each day. We cannot be held responsible for changes and/or cancellations to travel arrangements, including lost or delayed luggage.

We cannot be held responsible for the loss of, or damage to personal property including vehicles whilst travelling to or on site.

Any transport offered during the course is on a “lift share” basis and is not considered a professional service.

### Accommodation

It is the responsibility of the learner to organize accommodation.

We cannot be held responsible for changes and/or cancellations to accommodation.

### Insurance and Safety

The course will be delivered by qualified and experienced instructors.

All activities are covered by our insurance during contact learning hours.

Everyone involved is responsible for the safety of themselves and others, we reserve the right to remove anyone from the course due to intentionally unsafe behavior or actions.

Learners should remain under the UK drink drive limit 24 hours prior to and during a course.

Any use, or suspected use of illegal drugs will result in removal from the course and the police will be contacted; in all cases a refund will not be issued.

Our training centre, inside and out, as well as offsite venues are no smoking or vaping environments during contact learning hours. Suitable breaks and a location will be provided if required.

### Pre-course contact

Your course may include pre-course contact such as e-learning.

We monitor all pre-course contact and reserve the right to remove anyone from an online learning environment or group.

Learners should notify us by email if they do not wish to take part in any pre-course contact.

### Learning

Your course will be delivered in English. Any specific learning needs should be made known to us at least 14 days prior to the start of your course to ensure adequate time for reasonable adjustments.

### Assessment

Although we will do everything possible to help you achieve the required standard for assessment, we cannot be held responsible for anyone who is not yet competent at the time of assessment. If required, we will do everything possible to help you organise and achieve a re-assessment for which additional charges will apply.

### **Kit list**

It is the learner's responsibility to ensure they have the correct equipment and clothing to participate.

We cannot be held responsible for under or ill prepared learners.

We cannot be held responsible for personal equipment.

Any personally owned protective equipment will only be permitted if current thorough examination paperwork is provided to us 14 days prior to the start of a course.

### **Booking**

Places on courses can only be confirmed upon receipt of full payment no later than 4 weeks prior to the start of a course.

You should make travel and accommodation plans before booking a place.

You will receive by email a medical declaration, this must be completed, signed and returned 14 days prior to the start of a course.

### **Cancellations**

Full refunds are only available with a doctor's note.

Refunds will not be issued due to travel arrangements or non-booking of accommodation in time.

We reserve the right to cancel the course in the unlikely event of unforeseen, extreme circumstances such as extreme weather, pandemic, terrorism, industrial action etc. in which case a full refund minus costs\* will be issued.

\*Costs: some courses incur fees out of our control such as the purchase of learning materials i.e. manuals, awarding body fees and assessor fees.