Training Course Terms and Conditions

Effective Date: 10th January 2024 **Training**
Provider: Clubsub Ltd

1. Registration and Enrolment

1.1. Enrolment is confirmed only upon receipt of a £165.00 non-refundable deposit for the electronic manuals and/or full payment, unless otherwise agreed in writing.
1.2. Participants are responsible for providing accurate and complete registration information.
1.3. The Training Provider reserves the right to accept, decline, or cancel registrations at its discretion.

2. Fees and Payment

2.1. Course fees must be paid in full before the course commencement date unless an alternative arrangement has been agreed in writing.
2.2. Any applicable taxes will be charged as required by law.
2.3. Failure to make payment may result in suspension or cancellation of enrolment.

3. Cancellations, Transfers, and Refunds

3.1. Cancellation requests must be submitted in writing.
3.2. Refunds will be provided as follows:

- More than 14 days after deposit/or full payment no refund is due.
- No refund is due once the training has started if less than 14 days after deposit or full payment has been made.
- Any refund outside these clauses will be at the discretion of the manager.
- If cancelled within 14 days and the training has not started, a full refund less the £165 training materials costs, will be issued.
- Course manuals once electronically issued cannot be refunded.

3.3. Participants cannot transfer their registration to another person.
3.4. The Training Provider reserves the right to postpone or reschedule a course.

4. Attendance and Participation

4.1. Participants are expected to attend all scheduled sessions and actively engage in training activities.
4.2 All relevant online theory must be completed prior to the practical section of the training course. Failure to do so will exclude you from the training course unless agreed with the instructor responsible for the course.
4.3. Late arrivals or repeated absences may affect eligibility for certification.
4.4. The Training Provider reserves the right to remove any participant whose conduct disrupts the learning environment.

5. Course Materials and Intellectual Property

5.1. All course materials, presentations, manuals, recordings, and other content remain the intellectual property of the Training Provider unless otherwise stated.
5.2. Materials are provided solely for personal educational use and may not be copied, distributed, recorded, shared, modified, or used for commercial purposes without prior written permission.

6. Certification

6.1. Certificates of Completion will be issued only to participants who meet attendance and assessment requirements where applicable.
6.2. Certification does not guarantee employment, professional accreditation, business success, or any specific result.
6.3 Certification will only issue if full payment has been received.

7. Online Training Requirements

7.1. Participants are responsible for ensuring they have suitable equipment, internet access, and software required to attend online sessions.
7.2. Unauthorised recording, photographing, or distribution of online sessions is strictly prohibited.
7.3. The Training Provider is not responsible for technical issues experienced by participants.

8. Code of Conduct

The Training Provider is committed to maintaining a safe, respectful, inclusive, and professional learning environment for all participants.

Participants must:

- Treat trainers, staff, guest speakers, and fellow participants with courtesy and respect.
- Contribute positively to discussions and activities.
- Respect differing opinions, backgrounds, experiences, and perspectives.
- Follow all instructions relating to health, safety, and course participation.
- Maintain the confidentiality of any sensitive information shared during the course.
- Use course facilities, equipment, and online platforms responsibly.

Participants must not:

- Engage in harassment, bullying, discrimination, intimidation, or abusive behaviour.
- Use offensive, threatening, hateful, or inappropriate language.
- Disrupt training sessions or prevent others from learning.
- Attend under the influence of alcohol or illegal substances.
- Record, distribute, or share course content without permission.
- Engage in any unlawful, unethical, or fraudulent activity.

Breach of the Code of Conduct

The Training Provider reserves the right to take appropriate action in response to violations of this Code of Conduct, including:

- Issuing verbal or written warnings.
- Restricting participation in activities.
- Removal from the course without refund.
- Refusing future enrolment in training programmes.

9. Privacy and Data Protection

9.1. Personal information collected during registration will be processed in accordance with applicable data protection laws.

9.2. Information will be used for administration, communication, certification, and quality assurance purposes.

9.3. Participant information will not be shared with third parties except where required by law or with the participant's consent.

10. Limitation of Liability

10.1. The Training Provider shall not be liable for any indirect, incidental, consequential, or special losses arising from participation in the course.
10.2. The Training Provider's maximum liability shall not exceed the amount paid by the participant for the course.
10.3. Participants are responsible for ensuring that the training is suitable for their individual requirements.

11. Amendments

11.1. The Training Provider reserves the right to amend these Terms and Conditions at any time.
11.2. Updated Terms and Conditions will be published and communicated to enrolled participants where appropriate.

12. Governing Law

12.1. These Terms and Conditions shall be governed by the laws of [Jurisdiction].
12.2. Any disputes arising under these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of [Jurisdiction].

13. Acceptance

By registering for and participating in the training course, participants confirm that they have read, understood, and agree to these Terms and Conditions, including the Code of Conduct.

Training Provider: Clubsub Ltd
Contact Email: info@clubsub.net
Telephone: 01782 304777
Website: www.clubsub.net