

TRAINING TERMS AND CONDITIONS

Background:

These Terms and Conditions govern the provision of training provided by Reveal Web Solutions (“the Trainer”) to clients wishing to use those training services. Your agreement to comply with and be bound by these Terms and Conditions is deemed to occur on Your indicating Your acceptance and completing Your Order for the Service.

1. Definitions and Interpretation

- 1.1 “Booking Form” means the form provided by the Trainer for the purpose of booking any Course
- 1.2 “Course” means any training course offered by the Trainer through the training section of the Website.
- 1.3 “Fee” means any payment required when booking any Course, in accordance with the Price List provided on the Website
- 1.4 “Price List” means the list of prices charged for each Training Course as provided on the Website
- 1.5 “Training Description” means any information relating to any course offered on the training section of the Website, including, but not limited to, aims and objectives, course materials, pre-course reading and any pre-requisites for attending the course
- 1.6 “Website” means the website of Reveal Web Solutions
<https://revealwebsolutions.com>

2. Bookings

- 2.1. It is Your responsibility to ensure that You are able to meet any Course pre-requisites and that the course will meet your requirements by reading any relevant Training Description prior to booking.
- 2.2. If the booking is made by an individual other than the named participant it is the responsibility of the person making the booking to ensure that the participant is suitable for the training in accordance with 2.1 above.
- 2.3. Your booking will only be confirmed upon receipt of a completed Booking Form and full payment of any Fees due.
- 2.4. Reveal Web Solutions’ acceptance of your booking brings into existence a legally binding contract between us on these terms and conditions. Any term sought to be imposed by you in any purchase order or correspondence will not form part of the contract.

3. Payment

- 3.1. Fees are payable in full at the time of booking unless a purchase order/invoice is provided and accepted in which case payment in full must be made no later than 5 working days before the training is due to take place.
- 3.2. Fees are set in accordance with the Price List provided on the Website which may be varied at any time.
- 3.3. Payment must be made by one of the following methods:
 - 3.3.1. Credit/Debit card;
 - 3.3.2. Paypal;
 - 3.3.3. Cheque or
 - 3.3.4. Direct bank transfer (BACS)

3.4. If payment in full is not made 5 working days before the training is due to take place, the Trainer reserves the right to cancel the booking.

4. Training Attendance

4.1. Participants will receive joining instructions via email to the email address provided at the time of booking

4.2. It is the responsibility of the individual making the booking to ensure that instructions are received by the participant

4.3. If for any reason the joining instructions are not received it is the responsibility of the individual who made the booking to contact the Trainer and arrange for them to be re-issued.

4.4. The Trainer will send all correspondence via email to the email address provided at the time of booking. You may amend these contact details at any time following the booking. Any further correspondence will then be provided to the new address.

4.5. Failure to attend the course will result in the full cost being incurred unless proper notification is received in accordance with x.x below.

4.6. Training cannot take place whilst there is a balance outstanding on your account.

4.7. It may be necessary, for reasons beyond the control of the Trainer to change the content and timing of the training, the date, the venue or the tutor.

5. Cancellations and Amendments

5.1. All requests for cancellations and/or transfers must be received in writing or by email.

5.2. Where a request for cancellation and/or transfer is received by email the Trainer will acknowledge your communication accordingly. It is the responsibility of the person requesting the cancellation and/or transfer to contact the Trainer if this acknowledgement is not received within 2 working days.

5.3. Changes will become effective on the date of written/email confirmation being received.

5.4. Should a change result in a higher Fee being payable, You will be informed of this at the time of requesting the amendment. Any additional Fee becomes payable immediately on You confirming that you wish to proceed with the amendment and is treated in accordance with section 3 above.

5.5. The appropriate cancellation charge will be applied based on the cost of your booking as shown below:

5.5.1. If cancelled more than 28 calendar days before the date of the training you will receive a full refund.

5.5.2. If cancelled between 15 and 28 calendar days (inclusive) before the date of the training you will receive a 75% refund.

5.5.3. If cancelled between 7 and 14 calendar days (inclusive) before the date of the training you will receive a 50% refund.

5.5.4. If cancelled less than 7 days before the date of the training you will not receive a refund as this is treated as late cancellation.

5.6. If an individual named on the booking form cannot attend you may substitute them with another participant provided notification is received in writing/email no later than 2 working days before the date of the training.

5.7. If an individual named on the booking form cannot attend and is not able or willing to transfer their place to another participant, the Fee paid may be

accepted as payment towards a place on the same course or an alternative course that takes place within 6 months following the originally booked event.

- 5.8. Participants are only permitted one transfer or substitution per booking. After this the full Fee will be charged.
- 5.9. In the event of cancellation by the Trainer we will make all reasonable efforts to inform all participants 5 working days before the training is due to take place. All course fees will be reimbursed in full or the payment transferred to alternative training provided by the Trainer.
- 5.10. The Trainer shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.

6. Course provisions

- 6.1. Accommodation and travel are the responsibility of the participants.
- 6.2. Lunch is not provided unless otherwise stated on your booking confirmation.
- 6.3. Limited refreshments will be provided. It is the responsibility of the individual making the booking to make the Trainer aware of any special requirements that the participant may have.

7. Extenuating circumstances

- 7.1. If you are unable to attend the training due to extenuating circumstances you must inform the Trainer in writing or by email.
- 7.2. Where the Trainer is informed of such extenuating circumstances we may, at our sole discretion, choose to refund any Fees paid or waive any charges or conditions applied under section 5 above.

8. Limited liabilities of the Trainer

- 8.1. The Customer agrees that any liability of the Trainer for any reasons shall be limited to the amount of the fees actually received by the Trainer from the Customer under this agreement regarding the services in question. In no event shall the Trainer be liable for any special, incidental, indirect, cover, consequential, exemplary or punitive damages; any damages based on injury to person or property; or any lost sales, profits or data, even if the Customer is told that any such damages may occur.
- 8.2. The Trainer is not liable for any delays, damages or losses in relation to this training which occur as a result of:
 - 8.2.1. Act of God;
 - 8.2.2. Force Majeure, including but not limited to natural disaster, war, act of terrorism, or any other incident which may affect the reasonable performance of this contract;
 - 8.2.3. Acts or omissions of the Customer; or
 - 8.2.4. Acts or omissions of any subcontractor or third party.