

ACCESS AMBASSADORS CIC



Terms and Conditions:

Information about us

Access Ambassadors CIC is a registered company limited by Guarantee under company number **09335536** and its registered office is 181 Queensway, Bletchley, Milton Keynes, MK2 2DZ.

Agreement between you and Access Ambassadors CIC

These Terms and Conditions are an agreement ("Agreement") between you 'The Client' and Access Ambassadors CIC 'The Company' for training and/or consultancy services. This Agreement governs any services provided by Access Ambassadors to any individuals, organisations, businesses or registered companies.

The Terms and Conditions specified here constitute the entire contract between the Company and the Client. Where they conflict with any other Terms & Conditions submitted by the Client, our Terms & Conditions will prevail, no variation to these terms are permissible without written confirmation from the Company.

Training

The courses are those published on the website and are subject to the terms and conditions of this agreement, the Company agrees to engage appropriately qualified tutors to present the course as advertised but the tutor is responsible for the course content unless the course is 'accredited' in which case the tutor will followed an agreed curriculum and assessment process.

Provisional Bookings

Provisional bookings are accepted by telephone, email or the booking form on our website. A booking is only regarded as definite when a completed booking form and the remittance has been received prior to attendance. Provisional bookings must be confirmed in writing within 5 working days.

Payment

Course fees are payable prior to course commencement. Please contact the Company directly to discuss alternative payment terms if you are unable to pay course fees in full at the time of booking.

Full course fees remain payable if payment by instalments has been agreed. Course fees remain payable even if the Client withdraws from the course.

Cancellations

The Company reserves the right to change the designated venue and/or tutor, on any of the courses described on the website or in the Company's published literature. The Company further reserves the right at its absolute discretion and without liability to cancel, an advertised course due to insufficient bookings or through circumstances beyond the reasonable control of the Company. In which event, all course fees will be reimbursed in full or the payment transferred to another course. The Company cannot accept liability for any consequential loss.

Requests for cancellation and/or transfer must be received in writing. The Client is entitled to cancel any booking under the following terms only:

- **More than 15 working days' notice, full course fees will be refunded less £10 admin fee**
- **5 - 15 working days prior to the start date, a charge of 50% of the course fee will be payable**



- **Less than 10 working days no refund will be given**

There will be no refund or transfers in the case of learners who fail to attend.

Postponement

The Company is unable to accept postponements within 5 working days of course commencement, full cancellation terms will apply.

Conditions of Booking

The Client accepts responsibility for their own or their representative's behaviour in full and undertakes to indemnify the Company against damages and/or personal injury caused to its employees, agents or property as a result of the actions or defaults of the Client's representatives whilst on the training premises. All events are held in well-equipped training facilities. Full details of the venue will be sent with booking confirmation. Attendees requiring accommodation are responsible for their own arrangements, unless otherwise agreed in writing.

By booking on to one of our courses, we may need to film activities for legitimate educational purposes (i.e. to send linguistic evidence to an awarding body, Signature or iBSL). We are required to keep your evidence for one year after your assessment. You can withdraw your consent to this at any time, however, this may affect your ability to achieve accreditation.

Please note that any unauthorised use of photography, filming is not permitted, and the Company reserves the right to remove the Client or representatives from the course should unauthorised recording or photography take place.

All resources, whether online or paper based are the property of the Company at all times. All resources are prohibited from being reproduced unless express permission is given by the Company. Any permission to reproduce resources will be for educational purposes only and not for financial gain.

Course fees for accredited courses can include assessment fees for one assessment only. Under no circumstances will the Company be liable for the cost of assessments or re-assessments. Re-assessment fees are payable before re-assessments are booked. All re-assessments are also subject to administration fees of £25.

By booking onto a course, training or any activity there may be occasions when filming or photography is required for marketing purposes. You, the Client and any representative will be asked to opt in and consent to being photographed, filmed or recorded as a course participant when official photography, filming or recording is taking place

Changing these Terms and Conditions

The Company reserves the right to change the Terms and Conditions under which the training is offered.

Complaints

In the unlikely event you are dissatisfied with the service provision; please contact the Company as soon as possible. The Company will endeavour to address any concerns quickly and resolve any dispute to your satisfaction.

Data Protection & Confidentiality

Protecting Client privacy is important to the Company. Please look at our Company privacy policy which explains how personal information is stored and how the Company protects Client privacy. All data is now stored according requirements of General Data Protection Regulations 2018 which require all parties who

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have dealings with Access Ambassadors CIC to 'opt in' and consent to data being stored. Client's will be asked to do this before continuing with any transactions or services provided by Access Ambassadors CIC.

Applicable law

These Terms and Conditions and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) shall be governed by and interpreted in accordance with the law of England and Wales.

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