

The Training Fox Terms and Conditions



General Terms:

1. By becoming a customer of *The Training Fox* you enter into a contract by which you:
 - 1.1 Agree to pay the relevant fees
 - 1.2 Confirm that you are willing to participate fully in the course
 - 1.3 Agree to take full responsibility for your actions and opinions.
2. We reserve the right to refuse clients for any reason.
3. Should a course be cancelled for any reason by us, you will be offered a place on an alternative course.
4. All courses must be completed within the stated timescales, *see course timescales*.

Application of these terms:

5. Payment of the requisite fee (as detailed) is an offer by you to enter into a binding contract with us, which we are free to accept or decline at our discretion.
6. We intend to rely on these terms and conditions as well as any documents referred to in them in relation to the contract between you and us.
7. We have the right to amend these terms and conditions from time to time. You will be subject to our terms, policies and procedures in force at the time you enrol on a course.

Application, Enrolment and payment

8. Booking implies a commitment to pay the published fees for the course booked.
9. The balance of the course fees are due no later than 14 days before the course commences or immediately if the course is due to start less than 14 days after booking.
- 9.1 *The Training Fox* reserves the right to refuse admission to the course where payment has not been received.
10. Courses will be deemed to have started once you have attended the first session of your chosen course.
11. All certification costs levied by awarding bodies are included in the cost of your course.
12. We reserve the right to change payment of the enrolment fees without notice, this will not affect those who have already booked on the course at an agreed rate.
13. *The Training Fox* reserves the right to withhold any certificates due to delegates until full payment has been received.

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Late Payments:

14. We reserve the right to charge interest on payments at 2% above the base rate of interest at The Bank of England, currently 0.5%, This makes our late payment charge 2.5% until full payment is received.
15. We reserve the right, if you are a business, to claim interest under the Late Payment of Commercial Debts (Interest) Act 1998.

Changes and Cancellations by you

Cancellations under the Distance Selling Regulations within 7 days of booking

16. You have a legal right to cancel under the Consumer Protection (Distance Selling) Regulations 2000.
17. Your legal right to cancel starts from the date the booking is made - which is when the contract is formed.
18. You have a period of 7 (seven) working days in which to cancel the booking, starting the day after the booking is made. Working days means that Saturdays, Sundays and public holidays are not included in this period.
19. If you exercise your legal right to cancel under the Distance Selling Regulations, you will receive a full refund of any monies you have paid. We will process the refund due to you as soon as possible and, in any case, within 30 calendar days of you giving us notice of cancellation.
20. If your course is due to start within 7 (seven) working days of when a booking is made, your legal right to cancel under the Distance Selling Regulations will not apply.

Cancellations after the 7 day period BUT before the start of a course

21. You may cancel your booking up to 14 calendar days before the start of the course with no fees payable.
22. Cancellations made between 13 and 7 calendar days prior to the start of your course will incur a charge of 50% of the full fee.
23. For cancellations received less than 7 calendar days to the start of the course the full fee will be due.
24. All cancellations must be made in writing to *The Training Fox*.
25. If a delegate fails to attend a course without previously cancelling their enrolment the full course fee will be payable, including any subsidies which might have been obtainable from third parties had the delegate attended the course.
26. No refund shall be given for delegates who fail to complete the course or who do not achieve the required standard.
27. Enrolments are transferable to another delegate. In such cases *The Training Fox* should be informed of the change prior to the start of the course.

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Changes and Cancellations by Us

28. From time to time due to circumstances beyond our control, *The Training Fox* may cancel/change course dates/times, content, venues and prices from those published.
29. Every effort will be made to rearrange a suitable time/date and venue with you in these circumstances.
30. *The Training Fox* is not liable for costs/losses incurred as a result of any such changes.
31. In the event that we have cancelled a course, a full refund of any fees already paid will be provided. If a delegate is unable to attend an alternative date/time or venue, a full refund of fees will be given. No other compensation will be given.

Venue requirements

32. At the time of booking, facilities will be agreed between *The Training Fox* and you, in the event that the facilities do not meet this agreement, *The Training Fox* reserves the right to refuse to provide training. In such cases full payment of the course is still due. See Venue and facilities for further details, these are available on the FAQ page of our website, www.thetrainingfox.co.uk.

Personal Information

33. Customers of *The Training Fox* must provide an accurate and complete postal address, contact number and e-mail address (where applicable). We may refuse or cancel your enrolment if you do not supply these. Your details will not be used for any purpose other than the efficient and effective running of *The Training Fox*.
34. The majority of correspondence with and from *The Training Fox* will be conducted via telephone and e-mail. Your details will be added automatically to our database.
35. Your details will not be passed onto any third party without your permission, unless requested by law or other similar authority.
36. Where your course fees are paid by your employer or other third party you give us consent to share information about your progress, enrolment and engagement on the course with that third party.
37. *The Training Fox* abides by the Data Protection Act.
38. *The Training Fox* may contact you from time to time with products or information in which you might be interested. If you do not wish to receive this information please contact us.

Complaints

39. If you have a complaint, in the first instance refer to your training commitment provided on your course for your perusal and also available on our website.
40. If you have a complaint about any products or services provided by *The Training Fox* please contact us via email or telephone, 07444 896434. We will contact you within 10 working days.
41. We will investigate your complaint and aim to provide a satisfactory way forward within a further 10 working days, subject to the limits outlined in these terms and conditions.