

Hoople Training and Education

Terms and Conditions — CPD Online

1. Introduction

- 1.1. These terms and conditions have been developed to aid in the effective and efficient running of CPD Online for Hoople Training and Education service. These terms and conditions supersede any previous examples, whether verbal or written, issued by Hoople Ltd (the Training Provider). The Training Provider reserves the right to change the terms and conditions detailed above at any time and with immediate effect.

2. Bookings and confirmations

- 2.1. Delegates must be named and establishment/contact details on CPD Online checked when booking on a course. Course instructions will be sent via contact details held on CPD Online.
- 2.2. Either party may cancel unconfirmed bookings.

3. Pre-requisites

- 3.1. The person booking must ensure that any course pre-requisite requirements which are set out in the course details are met by the delegate.
- 3.2. The training provider reserves the right to refuse to train the delegate if the pre-requisites have not been met and to apply cancellation charges.

4. Substitutes

- 4.1. Where applicable, the training provider will accept a substitute delegate providing the substitute also meets the pre-requisite conditions of the course.

5. Venues

- 5.1. The training provider reserves the right to change the venue from that specified in the published details, and delegates will be informed using contact details held on CPD Online as soon as is practicably possible of any such change.

6. Price and payment

- 6.1. Courses are chargeable to all delegates; all charges are quoted exclusive of VAT.
- 6.2. Course fees are clearly marked on all course details and must be paid in full in advance of attendance by card or alternatively establishments will be invoiced on receipt of purchase order number where used.
- 6.3. The training provider reserves the right to change prices from those stated in any documentation.
- 6.4. Late bookings must be paid in full at the time of booking, unless agreed with the Training Provider.
- 6.5. Queries regarding fees must be raised within four working weeks of the date of the training. If no queries are raised within this time period the original fees will stand.

7. Cancellation

- 7.1. If an establishment or delegate has to cancel a place, cancellation charges will be applied. The cancellation charges are set out in the confirmation of booking email.
- 7.2. Cancellation charges will be applied as follows:
 - More than 10 working days in advance – 100% credit or alternative date booked
 - Less than 9 and before 3 working days – 50% credit
 - Less than 2 working days – full cost will apply.
- 7.3. Cancellation can be made by letter or email or phone stating reason for cancellation.
- 7.4. If the delegate fails to attend the course or complete the requirements of a course (if applicable) there would be no refund of any payment made. Rebooking will be at full cost.
- 7.5. There may be circumstances where it is not appropriate to levy the cancellation charge. This will be at the discretion of the training provider.
- 7.6. While every effort is made to ensure courses run as advertised, the training provider reserves the right to cancel any course in the event of insufficient numbers of delegates or circumstances arise beyond reasonable control of the training provider. In such cases all course fees will be reimbursed in full and no cancellation fees will apply.

8. Special requirements

- 8.1. If any delegate considers they have special requirements under the DDA 1995 the training provider will try to make reasonable adjustments to accommodate these, however the delegate should contact the Hoople Business Support team to inform them of their needs in the first instance.

9. Equal opportunities

- 9.1. As a training provider, Hoople has responsibility under equalities legislation.
- 9.2. If any delegates' behaviour is deemed to be in breach of such legislation the delegate will be removed from the course and their behaviour reported to their manager/establishment.

10. Health and safety and security

- 10.1. Delegates are expected to comply with all health and safety regulations pertinent to the course. Failure to do so may lead to removal from the course and a report being sent to the client.
- 10.2. The training provider cannot take responsibility for personal possessions and delegates should make suitable arrangements to keep them safe. Lockers are provided in all training rooms for the use of delegates.
- 10.3. Course materials given to or equipment used by delegates should be treated with respect. Damage caused by inappropriate behaviour may incur a charge for replacement.

11. Copyright

- 11.1. The Training Provider retains its intellectual property rights on materials produced and given to delegates. The copyright conditions of materials will be made clear on the course.
- 11.2. Copies of materials used remain the property of the Training Provider and cannot be reproduced or used by anyone other than delegates who have attended the learning event.

12. Confidentiality and data security

- 12.1. Each party acknowledges that all material and information which has or will come into the possession and knowledge of each in connection with this Agreement or the performance hereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be damaging. Both parties, therefore, agree to hold such material and information in strictest confidence, not to make use thereof other than for the performance of this Agreement, to release it only to employees requiring such information, and not to release or disclose it to any other party.
- 12.2. Each party agrees that in the event that confidential information which is the responsibility of either party is accidentally released by either party to the other, each party undertakes to inform the other upon discovery, to keep the information strictly confidential, and to return or destroy the information immediately without copying or onward transmitting that information.

Definitions

Establishment – Person, firm, company or organisation who purchases a training place.

Delegate – the person attending the course.