

CPD TERMS AND CONDITIONS

The CPD Terms and Conditions of Bright Futures Training is effective from 1st January 2016. The Policy may be subject to change without notice.

Booking

- For current course costs and dates, please refer to our website. Bright Futures Training reserves the right to make changes to its events, including content, timings, dates and venue.
- Before booking onto the course, please ensure you have read the course content, to ensure the course will meet your training needs and that you are able to meet pre-requisites, where stated.
- If a course registration/booking form is completed by an individual other than the named candidate, it is the responsibility of the employer to ensure the candidate is suitable for the course and has the relevant experience.
- Submitting the booking form secures your place and commits you to pay the attendance or cancellation fee. If the course is oversubscribed you will be placed on a waiting list and contacted if a cancellation is made.

Invoicing and payment

- Invoices will be sent via email/post to the name and address provided on the booking form and must be paid within **prior to the start of the training course**. If we do not receive funds within the terms stated above then Bright Futures Training reserve the right to reallocate your place(s) on the course.
- Payment can be made in pounds sterling by BACS.

Course attendance and certification

- Candidates will receive joining instructions via email to the email address provided on the booking form.
- It is the responsibility of the individual completing the course registration/booking form to ensure joining instructions are received by the candidate.
- If the joining instructions are not received, it is the responsibility of the individual who completed the course registration/booking form to contact Bright Futures Training to arrange for them to be reissued.
- If a candidate fails to turn up on the day of the course without prior notice (please see the cancellation section), full costs of the course will be incurred.
- If alternative contact details are received by Bright Futures Training after the booking form has been submitted, they will supersede the original details and all future correspondence will be sent to the new address.
- Certificate(s) will only be issued to candidates on completion of a full suite of dates. Should a candidate(s) miss one or more session(s) from a suite of dates, they will not receive a certificate(s) connected with that programme.

Cancellations and Amendments

- If you need to cancel your booking please inform us by email: RPotts@bright-futures.co.uk
- A substitute delegate may attend at the cost of a £25 admin fee
- If you do not attend the course without previously informing us, the full course fee remains payable.
- Cancellations will incur the following charges:

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Calendar days' before start of course	Refund applicable
More than 20 days notice	Full refund minus a £25.00 admin fee
Between 10-20 working days notice	50% refund minus a £25.00 admin fee
Less than 10 working days notice	No refund will be given
Failure to attend	Treated as late cancellation and no refund given

- Should circumstances mean that you need to transfer to a course/event on an alternative date, a £25.00 admin charge will apply if less than 10 working days' notice is given.
- In the event of there being insufficient numbers booked onto a course, Bright Futures Training reserves the right to cancel or postpone the course. We will endeavor to inform all participants at least five working days before the course is due to take place. All course fees paid will be reimbursed in full, or the payment will be transferred in full to another Bright Futures Training course. Bright Futures Training 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.

Course Provisions

- Accommodation and travel are the responsibility of the candidate.
- A buffet lunch is provided on all full day courses unless otherwise stated. The cost is included in the price quoted. Any special dietary requirements need to be notified in writing to Bright Futures Training at least three days before the course commences.

Force Majeure

- Bright Futures Training shall not be liable to refund of fees or for any other penalty should courses be cancelled due to war, fire, strike lock-out, industrial action, tempest, accident, civil disturbance or any other cause whatsoever beyond their control.

The Bright Futures Training Promise

Bright Futures Training gives a commitment that all of its courses are of the highest standard and will provide candidates with learning in accordance with the course objectives. If any candidate or employer has any concerns with this, they are encouraged to contact Rachel Potts (RPotts@bright-futures.co.uk) at their earliest convenience.

Entire Agreement

These terms and conditions, together with the current Bright Futures Training website prices, course details and Bright Futures Training contact details, set out the whole of our agreement relating to the supply of the course and associated materials and services to you by Bright Futures Training. These terms and conditions cannot be varied except in writing signed by the Director of Education & Partnerships. In particular, no terms and conditions incorporated within your purchase order and nothing said by any person on behalf of Bright Futures Training should be understood as a variation of these terms and conditions or as an authorised representation about the nature or quality of any goods or services offered for sale by Bright Futures Training. Bright Futures Training shall have no liability for any such representation being untrue or misleading.

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