



Marac Chairs training

Terms and conditions

	Conditions	Terms	Fees applicable
Acceptance and availability	By agreeing to the terms and conditions you are accepting you are available to attend the training on the date specified. Confirmation of a learners place will be sent via email; pre-read information will be sent no later than 2 weeks prior to the course commencing.	Payment of the fees 30 days prior to commencement of the course confirms your place. If you are undertaking the accreditation, the course fees include registration with OCNLR. The registration charge could be subject to change if OCNLR significantly increase their registration costs.	£150 day delegate rate
Invoicing	An invoice will be raised after you have been offered a place.	The appropriate fee for the type of place allocated will apply.	
Payment	Payment is required prior to commencement of the course.	Payment terms of 14 days apply from receipt of the invoice.	
Substitution	Places are offered to an individual and cannot be transferred to a colleague or friend.	SafeLives follows an application and selection criteria based upon an individual's suitability to complete the course.	
Cancellation and refunds	SafeLives operates a cancellation and refund policy. All cancellations must be made in writing.	<ol style="list-style-type: none"> For cancellations made more than 30 days prior to commencement of the course a full refund will be made. For cancellations made between 14 and 30 days prior to commencement of the course we will refund the fee in full if we are able to refill the place with another learner. If we are unable to fill the place, no refund will be made. For cancellations 14 days prior or less to the commencement of the course no refund will be made. Once a course has commenced and a place is cancelled, no fees are refundable. As per the terms and conditions in relation to substitution (see above); where a learner is made redundant during the duration of the course, SafeLives will support the learner to complete their training. Where a learner is dismissed from their position, SafeLives will liaise with their service manager to determine the learner's future place on the course. 	
SafeLives cancellation	Should SafeLives cancel a course we will endeavour to offer you a place at another location.	SafeLives reserves the right to cancel a course at any time without liability.	
Travel and accommodation	Travel and accommodation is the responsibility of the delegate and is not included in the price of the course.	N/A	N/A
Non-attendance	All learners who are unable to attend the training for any amount of time must inform the Training Coordinator as soon as possible.	If a learner finds that they cannot attend on the day, please refer to the cancellation and refunds policy (see above)	

Participation and respect	Learners are expected to participate fully in the course, respectively sharing their ideas, views and experiences with other group members, SafeLives staff and guest speakers.	We expect all learners to model pro social behaviour on the training. Should a learner fail to respect the views and opinions of others, SafeLives may refer the matter to the individual's line manager and if behaviour is persistent, SafeLives reserves the right to withdraw the learner's training place. No fees will be refundable.
Confidentiality	Any personal disclosure that takes place during the course shall remain within the training room except where such a disclosure relates to risks of harm to an individual or relates to child protection.	Should the lead trainer identify that a disclosure relates to risk to life or child protection, SafeLives reserves the right to share information with the relevant authorities within legislative regulations.
Intellectual property	SafeLives retains all intellectual property rights to training content and materials. These must not be shared without the express permission of SafeLives.	
Complaints and appeals	Complaints in the first instance should be made to the course lead trainer or Training Coordinator. If you are unhappy with the outcome then it will be taken up as per SafeLives' complaints procedure, which is available upon request. For appeals against decisions regarding assessment, please request SafeLives' learner's assessment appeals procedure.	Please send your request to: Head of Learning and Accreditation SafeLives Suite 2A Whitefriars Lewins Mead Bristol, BS1 2NT training@safelives.org.uk
Data protection	SafeLives complies with the Data Protection Act 1998. Full information regarding on how we use your data will be provided upon request.	Please send your request to: Head of Communications and Marketing SafeLives Suite 2A Whitefriars Lewins Mead Bristol BS1 2NT communications@safelives.org.uk
Copyright	All intellectual property rights remain the property of SafeLives/guest speaker and any copies made of course manual, booklets or training aids will be an infringement of copyright unless agreed in writing by SafeLives or relevant guest speaker.	
Disclaimer and limitation of liability	SafeLives accepts no responsibility for the use you make or conclusions you draw from training materials provided on the course, whether these take the form of written information, verbal instructions or discussions and information sharing within the training room. Views expressed in the training room are not necessarily those of or endorsed by SafeLives.	SafeLives excludes all liability and responsibility for any amount, kind of loss or damage that may result to learners or any third party without limitation.
Privacy statement	SafeLives will not pass on your business or personal contact details to third party organisations. However, if a third party contacts SafeLives to verify whether you have passed SafeLives' training, we will confirm this information in writing to the third party without passing on any other contact information.	Verification of qualification requests should be sent to: Operations Manager SafeLives Suite 2A Whitefriars Lewins Mead Bristol, BS1 2NT training@safelives.org.uk