



Paisley Training  
&  
Consultancy

# Paisley Training and Consultancy

## Terms and Conditions Open Workshops



**01772 305215**



**[info@paisleytrainingandconsultancy.com](mailto:info@paisleytrainingandconsultancy.com)**



**[www.paisleytrainingandconsultancy.com](http://www.paisleytrainingandconsultancy.com)**



# Paisley Training & Consultancy

## Terms and Conditions – Open Workshops

### 1. Introduction

1. This document sets out Paisley Training and Consultancy's Terms and Conditions relating to the booking and provision of open workshops.

### 2. Definitions

Client - an individual or organisation booking an open workshop with Paisley Training and Consultancy.

Delegate – the individual attending the workshop.

Fees – the cost of the workshop to be paid by the client by invoice, via Paisley Training and Consultancy website (online store or contact us form) or by online event ticketing platform. Paisley Training and Consultancy do not accept payment by cheques.

Open Workshop – a workshop that is provided at locations and on dates arranged by Paisley Training and Consultancy.

Training Materials - this consists of any materials, electronic or paper based, used in the delivery of workshops.

Website – [www.paisleytrainingandconsultancy.com](http://www.paisleytrainingandconsultancy.com)

### 3. Workshop Bookings

Booking for workshops can be made by website, email, telephone or online event ticketing platforms.

Clients booking via Paisley Training and Consultancy online store and by event ticketing platforms will receive an automated booking confirmation. Clients booking via other methods will receive a confirmation email within 3 working days of making the booking.

Clients opting to make payment by invoice are required to make the full payment within 7 days of receiving the invoice, unless agreed otherwise by Paisley Training and Consultancy.

The client is required to provide the names of the delegates who will be attending the workshop within 7 days of booking.

Workshops are provided for people who work in CQC Regulated Adult Social Care Services. Should we deem that a booking is unsuitable for the person attending we reserve the right to decline the booking and refund payment.

Paisley Training and Consultancy are not able to accommodate booking requests from training and consultancy organisations.

Paisley Training and Consultancy reserve the right to decline workshop and/or masterclass bookings from delegates who we suspect are attending to obtain intellectual property for commercial gain.

#### **4. Pricing**

All workshop prices are published on the website.

Paisley Training and Consultancy reserves the right to review and change workshop prices.

All workshop prices include delivery, training materials and handouts.

#### **5. Payments**

Payment can be made at time of booking via the website online shop and by event ticket platforms.

Clients wishing to pay by bacs can request an invoice. Clients must provide the email address that the invoice is to be sent to and details of the company address and name of person responsible for paying the invoice.

Invoices will be sent to the client within 3 working dates of booking.

Clients opting to make payment by invoice are required to make the full payment within 7 days of receiving the invoice, unless agreed otherwise by Paisley Training and Consultancy.

## **6. Delegate Substitutions**

Delegates may be substituted prior to attending the workshop by contacting us by email or telephone.

The client is responsible for ensuring that the workshop is suitable for the delegate's role and experience.

Paisley Training and Consultancy reserve the right to decline substitutions if considered inappropriate for the workshop.

## **7. Rescheduling**

If a client notifies us that they need to reschedule the following conditions apply:

- If notified more than 28 days prior to the workshop we will transfer the delegate to an alternative workshop at no extra cost subject to availability. Dates of alternative workshops must be confirmed by the client within 7 days.
- If notified between 14 and 28 days prior to the workshop we will transfer the delegate to an alternative workshop. This will incur a re-booking charge of 50%. Dates of alternative workshops must be confirmed by the client within 7 days.
- If notified less than 14 days prior to the workshop we are unable to offer delegates an option to reschedule; no refund will apply.

If a delegate does not attend a re-scheduled workshop no further refund will apply and further rescheduling will not be permitted.

## **8. Cancellations**

The client must inform us by email if they wish to cancel a workshop booking.

If a client notifies us that they need to cancel a workshop booking the following conditions apply:

- If notified more than 28 days prior to the workshop no cancellation charges will apply.
- If notified between 14 and 28 days prior to the workshop this will incur a 50% cancellation charge.
- If notified less than 14 days prior to the workshop this will incur a 100% cancellation fee.

Paisley Training and Consultancy will endeavour to provide all workshops as planned. In the event of unexpected circumstances that result in Paisley Training and Consultancy cancelling a workshop we will offer an alternative date to the client.

Should an alternative date not be suitable for the client a full refund will be given to the client within 7 days. Paisley Training and Consultancy takes no responsibility for costs incurred as a consequence of unexpected cancellations.

## **9. Force Majeure**

If Paisley Training and Consultancy is prevented from delivering workshops by reason of any force majeure, Paisley Training and Consultancy will not be liable for any failure to perform its obligations during such period. Paisley Training and Consultancy may change these terms and conditions without any liability to the client.

## **10. Training Venues**

Venue details will be confirmed to the delegates at least 7 days prior to the workshop. We reserve the right to make last minute changes in the event of cancellation by the venue.

In line with our Corporate Social Responsibility Policy in some locations we use training rooms at Charitable and community organisations.

Open workshops will be delivered remotely via Zoom in the event of restrictions or cancellations by the venues due to events outside of our control, including pandemic restrictions.

## **11. Delegate Suitability and Behaviour**

Workshops are provided for people who work in CQC Regulated Adult Social Care Services. Should we deem that a booking is unsuitable for the person attending we reserve the right to decline the booking and refund payment.

The client is responsible for ensuring that the workshop is suitable for the delegate's role and experience.

All delegates are required to abide by the ground rules of the workshop, to show respect to others and to behave appropriately.

Any delegate deemed not to be abiding by the rules will be asked to leave the workshop; no refund will be given and we will inform the client that the delegate was asked to leave.

If a delegate is asked to leave a workshop they will not be permitted to attend any further workshops.

## **12. Late Arrivals and Missed Sessions**

If a delegate arrives late for a workshop; misses a session, or leaves early; we reserve the right not to issue a certificate of attendance.

## **13. Certificates of Attendance**

Certificates of attendance will be emailed to delegates within 7 days of attending the workshop.

## **14. Intellectual Property and Copyright**

All training materials remain the intellectual property of Paisley Training and Consultancy.

Training materials must not be reproduced, copied or passed to third parties without the written consent of Paisley Training and Consultancy.

All training materials, to the best of our knowledge, are accurate and a current reflection of legislation and regulatory requirements at the time of workshop delivery. Paisley Training and Consultancy accept no responsibility for loss or damage caused by the use of materials outside of the workshop.

## **15. Sub-Contracting and Use of Associates**

Paisley Training and Consultancy do not use associates or sub contract the delivery of workshops.

All services are provided by the Directors of Paisley Training and Consultancy.

## **16. Contact Information**

Paisley Training and Consultancy can be contacted by:

Telephone: 01772 305215

Email: [info@paisleytrainingandconsultancy.com](mailto:info@paisleytrainingandconsultancy.com)

Website: [www.paisleytrainingandconsultancy.com](http://www.paisleytrainingandconsultancy.com)