

Paisley Training
&
Consultancy

Paisley Training and Consultancy

Terms and Conditions Remote Workshops



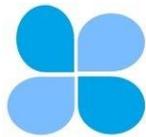
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www.paisleytrainingandconsultancy.com



Paisley Training & Consultancy

Terms and Conditions – Remote Workshop and/or Masterclasses

1. Introduction

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

2. Definitions

Client - an individual or organisation booking a remote workshop and/or masterclass with Paisley Training and Consultancy.

Delegate – the individual attending the workshop and/or masterclass.

Fees – the cost of the workshop and/or masterclass 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.

Remote Workshop and/or masterclass – a workshop and/or masterclass that is delivered online via Zoom by Paisley Training and Consultancy.

Training Materials - this consists of any electronic materials used in the delivery of remote workshop and/or masterclass.

Website – www.paisleytrainingandconsultancy.com

3. Remote Workshop and/or Masterclass Bookings

Bookings for remote workshops and/or masterclasses 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 otherwise agreed by Paisley Training and Consultancy.

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

If a booking is made for one delegate to attend a workshop and/or masterclass, it is not permitted for other delegates to attend without being booked on the workshop and/or masterclass.

For remote 1-1 workshops and/or masterclasses the client is responsible for providing availability of dates for the workshop and/or masterclass to be delivered. A mutually suitable date will be arranged between the client and Paisley Training and Consultancy.

Delegates are responsible for ensuring they have suitable I.T. equipment and sufficient broadband connection. They must also ensure that they have a suitable environment to partake in the training.

Workshops and/or masterclasses are interactive and delegates are required to have cameras on throughout the session. We reserve the right to remove delegates who do not use cameras and do not participate in the training.

Workshops and/or masterclasses 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/individuals.

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 and/or masterclass prices are published on the website.

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

All workshop and/or masterclass prices include delivery, training materials and electronic 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 otherwise agreed by Paisley Training and Consultancy.

6. Delegate Substitutions

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

The client is responsible for ensuring that the workshop and/or masterclass 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 and/or masterclass .

7. Rescheduling

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

- If notified between 14 and 28 days prior to the workshop and/or masterclass we will transfer the delegate to an alternative date. An alternative date must be confirmed by the client within 7 days.
- If notified less than 14 days prior to the workshop and/or masterclass we are unable to offer delegates an option to reschedule; no refund will apply.

If a delegate does not attend a re-scheduled workshop and/or masterclass 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 remote workshop and/or masterclass booking.

If a client notifies us that they need to cancel a remote workshop and/or masterclass booking the following conditions apply:

- If notified between 14 and 28 days prior to the workshop and/or masterclass this will incur a 50% cancellation charge.
- If notified less than 14 days prior to the workshop and/or masterclass this will incur a 100% cancellation fee.

Paisley Training and Consultancy will endeavour to provide all workshops and/or masterclasses as planned. In the event of unexpected circumstances that result in Paisley Training and Consultancy cancelling a workshop and/or masterclass 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 workshop and/or masterclasses 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. Delegate Suitability and Behaviour

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

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

All delegates are required to abide by the ground rules of the workshop and/or masterclass, 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 and/or masterclass; 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 and/or masterclass they will not be permitted to attend any further workshop and/or masterclass.

11. Late Arrivals and Missed Sessions

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

Workshops and masterclasses will commence on time and late delegates will only be permitted to join up to 15 minutes after the scheduled start time.

12. Certificates of Attendance

Certificates of attendance will be emailed to delegates within 7 days of attending the workshop and/or masterclass.

13. 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. We reserve the right to not issue handouts and training materials to attendees who we suspect may use the resources for commercial use.

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 and/or masterclass delivery. Paisley Training and Consultancy accept no responsibility for loss or damage caused by the use of materials outside of the workshop and/or masterclass.

14. Sub-Contracting and Use of Associates

Paisley Training and Consultancy do not use associates or sub contract the delivery of workshop and/or masterclass.

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

15. Contact Information

Paisley Training and Consultancy can be contacted by:

Telephone: 01772 305215

Email: info@paisleytrainingandconsultancy.com

Website: www.paisleytrainingandconsultancy.com