



Paisley Training & Consultancy

TERMS AND CONDITIONS IN-HOUSE TRAINING COURSES

Terms and conditions

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Paisley Training and Consultancy can be contacted by:

Telephone: 01772 305215

Email: info@paisleytrainingandconsultancy.com

Website: www.paisleytrainingandconsultancy.com



Paisley Training & Consultancy

Terms and Conditions – In-House Training Courses

1. Introduction

This document sets out Paisley Training and Consultancy's Terms and Conditions relating to the booking and provision of in-house training courses.

2. Definitions

Bespoke Training – training that is developed and delivered to the client's specific requirements.

Client - an individual or organisation booking an in-house training course with Paisley Training and Consultancy.

Delegates – the individuals attending the training.

Fees – the cost of the training to be paid by the client by invoice. Paisley Training and Consultancy do not accept payment by cheques.

In-house Training – training that is provided exclusively for groups of staff from one organisation. In-house training can be provided at the client's premises, at a venue arranged by the client, or remotely via Zoom.

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

Website – www.paisleytrainingandconsultancy.com

3. Training Bookings

Booking for in-house training courses can be made by website form, email or telephone.

Clients will receive a confirmation email within 3 working days of making the booking.

Only delegates from the client's organisation may attend the training unless prior written agreement is received from Paisley Training and Consultancy. Clients are not permitted to sell or give places to people from other organisations; in the event of

this occurring, the client will be charged the full cost of the training for each additional organisation.

Where training is bespoke to the client's requirements, training contents and specification will be sent to the client who will have 2 working days to review and agree the content.

4. Pricing

All training prices include delivery, training materials and handouts.

The client is responsible for costs of training venues and for the provision of refreshments for delegates.

5. Payments

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

Payment must be made before the training is delivered.

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.

6. Rescheduling

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

- If notified more than 28 days prior to the training we will transfer the booking at no extra cost. Dates for alternative training must be confirmed by the client within 7 days.
- If notified between 14 and 28 days prior to the training we will arrange another date with the client. This will incur a re-booking charge of 25%. Dates of alternative training must be confirmed by the client within 7 days.
- If notified less than 14 days prior to the training we are unable to offer clients an option to reschedule; no refund will apply.

Paisley Training and Consultancy will only reschedule a training date on one occasion. Further rescheduling will not be permitted.

7. Cancellations

The client must inform us by telephone or email if they wish to cancel a training booking.

If a client notifies us that they need to cancel training booked the following conditions apply:

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

Paisley Training and Consultancy will endeavour to provide all training as planned. In the event of unexpected circumstances that result in Paisley Training and Consultancy cancelling a training 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.

8. Force Majeure

If Paisley Training and Consultancy is prevented from delivering training 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.

9. Training Venues

The client is responsible for providing a suitable venue for the training.

The client is responsible for health and safety, fire safety and first aid arrangements during the training.

10. Late Arrivals and Missed Sessions

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

11. Certificates of Attendance

Certificates of attendance will be emailed to the client within 7 days of the training.

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

13. Sub-Contracting and Use of Associates

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

All services are provided by the Business Owners of Paisley Training and Consultancy – Mark Tierney and Tracey Highland.

14. Contact Information

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