



Paisley Training
&
Consultancy

Paisley Training and Consultancy

Terms and Conditions
Policies and Procedures
Packages



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www.paisleytrainingandconsultancy.com



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Terms and Conditions – Policies and Procedures Packages

1. Introduction

1. This document sets out Paisley Training and Consultancy's Terms and Conditions relating to the ordering and provision of Policies and Procedures Packages.

2. Definitions

Client - an individual or organisation purchasing individual Policies and Procedures. or a Policies and Procedures Package from Paisley Training and Consultancy.

Policies and Procedures Package – a set of care Policies and Procedures. that are provided by Paisley Training and Consultancy.

Policies and Procedures Update Service – updated Policies issued when there are changes to legislation and regulations. For an annual fee a set of reviewed Policies and Procedures are issued on the anniversary of the purchase of a Policies and Procedures Package.

Fees – the cost for the Policies and Procedures to be paid by the client by invoice or via Paisley Training and Consultancy website (online store or website enquiry form). Paisley Training and Consultancy does not accept payment by cheques.

Individual Policy and Procedure – one of more Policies and Procedures not part of a Policies and Procedures Package.

Logo – the logo of the service/organisation purchasing Policies and Procedures.

Website – www.paisleytrainingandconsultancy.com

3. Policies and Procedures Purchases

Purchases of Policies and Procedures can be made by website, email or telephone.

Clients purchasing via Paisley Training and Consultancy online store will receive an automated order confirmation. Clients ordering Policies and Procedures via other methods will receive a confirmation email within 3 working days of their order.

Clients opting to make payment by invoice are required to make the full payment within 7 days of receiving the invoice, or prior to the Policies and Procedures being provided to them.

The client is required to email their logo (jpeg or png format) to info@paisleytrainingandconsultancy.com. Only one logo will be added to Policies and Procedures purchased.

The client's logo will be added to the Policies and Procedures and the Policies and Procedures will be sent to the client by email within 7 working days. If the Policies and Procedures are unable to be delivered within 7 working days Paisley Training and Consultancy will inform the client of the expected delivery date.

Policies and Procedures are provided to comply with Care Quality Commission (CQC) requirements for Adult Social Care services. It is the responsibility of the client to keep the Policies and Procedures up to date after purchase and to amend the Policies and Procedures to reflect the practice at the client's service. All Policies and Procedures are provided in editable 'word' format.

For clients who subscribe to the Policies and Procedures Update Service revised Policies and Procedures will be sent to clients within one month of the implementation of new Legislation or guidance. The Update Service is only available for clients who purchase the full Policies and Procedures Package; it is not available for individual Policy and Procedure purchases.

For clients who re-subscribe to the Policies and Procedures Update Service a full set of revised Policies and Procedures will be provided during the anniversary month that the Policies and Procedures Package was purchased. The revised Policies and Procedures will include the client's logo, review dates and version numbers.

Paisley Training and Consultancy are not able to sell Policies and Procedures to training and consultancy organisations/individuals and software companies.

Paisley Training and Consultancy reserve the right to decline Policies and Procedures orders from organisations/individuals who we suspect are attempting to obtain intellectual property for commercial gain.

4. Pricing

All Policies and Procedures prices are published on the website.

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

5. Payments

Payment can be made at time of ordering via the website online shop.

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 days of the order.

Clients opting to make payment by invoice are required to make the full payment within 7 days of receiving the invoice, or prior to receiving the Policies and Procedures.

Policies and Procedures orders are provisional until payment is received. If payment is not received by the due date the order will be cancelled.

Clients who subscribe to the Policies and Procedures Update Service will be invoiced one month before the Policies and Procedures review date. Payment is required to be made before the revised Policies and Procedures Package will be issued.

6. Returns

Clients ordering Policies and Procedures are responsible for ordering the correct Policies and Procedures for their service type.

Once Policies and Procedures have been received returns cannot be accepted.

7. Intellectual Property and Copyright

All Policies and Procedures remain the intellectual property of Paisley Training and Consultancy.

Policies and Procedures purchased are for the sole use of the organisation purchasing and must not be shared with other organisations/individuals. This includes both digital and paper copies.

All Policies and Procedures, to the best of our knowledge, are accurate and a current reflection of legislation and regulatory requirements at the time of purchase.

8. Contact Information

Paisley Training and Consultancy can be contacted by:

Telephone: 01772 305215

Email: info@paisleytrainingandconsultancy.com

Website: www.paisleytrainingandconsultancy.com