

# Terms and Conditions

All Bookings are accepted subject to availability, status of account and these Terms and Conditions. These Terms and Conditions should be read carefully, and any queries should be raised with Social Enterprise Kent prior to making a booking, as making the booking constitutes acceptance by you of these Terms and Conditions, this includes bookings made online, at events, by email or over the telephone.

## Payment

The full course fee is due at the time of booking / purchasing (e-learning) unless agreed otherwise. Payments can be made by bank transfer or payment by link can be sent.

Customers who hold a service level agreement with Social Enterprise Kent will be invoiced for services a month in advance for bookings made and subject to the same charges as listed below for changes made outside the 28 days' notice period.

In-House bookings: Customers are responsible for the costs associated with venue hire and facilities provided to the delegates at any inhouse booking. Social Enterprise Kent reserves the right to refuse admission to delegates for whom the course fee has not been paid in full. Your certificates will be issued after the training, and when payment for the course has been received.

## Late Payment

Social Enterprise Kent reserves the right to charge interest on all outstanding amounts at the rate of 5% per calendar month or part thereof from the date that payment was due to the date that payment is made, and refer any outstanding invoice(s) to our debt collection agency.

## e-Learning

Licences will only be allocated upon receipt of payment. Licences cannot be refunded or transferred between parties once started.

## Transferring between Open Courses

If a delegate wishes to transfer an open course booking to a later date, Social Enterprise Kent may make an administrative charge per delegate. An additional invoice will be issued.

<i>Days to course</i>	<i>Charge</i>
29 or more	No charge
28 – 21	20% of course fee
20 – 14	50% of course fee
13 – 0 (including no show on the day)	100% of course fee

## Changing delegate details

There will be no charge if a substitute person wishes to replace the original delegate. Please inform us of any change to the original booking.

**Cancellation or failure to attend an Open Course by the delegate** If a booking is cancelled, then the following charges apply:

<i>Days to course</i>	<i>Charge</i>
29 or more	No charge
28 – 21	20% of course fee
20 – 14	50% of course fee
13 – 0 (including no show on the day)	100% of course fee

## Transfer of In-House Courses to a later date

If a company wishes to transfer their In-House course to a later date, then the charges are as follows:

<i>Days to course</i>	<i>Charge</i>
29 or more	No charge
28 – 21	20% of course fee
20 – 14	50% of course fee
13 – 0 (including no show on the day)	100% of course fee

## Cancellation of In-House Course(s) by the client

All cancellations by the client of In-House Courses must be made at least 28 days prior to the start of the course. If an In-House booking is cancelled within 28 days of the date of the course, Social Enterprise Kent will charge the following:

<i>Days to course</i>	<i>Charge</i>
29 or more	No charge *
28 – 21	20% of course fee *
20 – 14	50% of course fee *
13 – 0 (including no show on the day)	100% of course fee *

\*If an external venue has been booked for the course, you will be charged for any cancellation fee levied by the venue under the cancellation terms of their hire agreement, an additional payment will be required if necessary.

## Conditions of Attendance

Delegates are asked to ensure they arrive a minimum of 10 minutes prior to the course start time stated on the booking confirmation. Social Enterprise Kent reserve the right to refuse access to, or remove any delegate from any training course who, in our reasonable opinion has, or is likely to affect the ability to learn and enjoyment of the course including late arrival. Inability to provide valid ID (accredited courses), late arrival or unsuitable footwear (practical courses), may result in attendance being denied without refund.

## Cancellation of courses by Social Enterprise Kent and changes to course content

Social Enterprise Kent's courses are constantly updated and improved, and we reserve the right to alter any course content without prior notice. Social Enterprise Kent also reserves the right to change the date or cancel any course which is not economically viable, at any time without liability. Notice will be given and an alternative date advised. Your booking will automatically be transferred to the new date. SEK will not be responsible for additional costs incurred as a result of cancellation i.e. parking charges, venue changes/cancellation booked by the customer. In these circumstances, delegates will be offered an alternative date or a credit note.

## Certificates

Certificates are sent via email including Accredited courses. Replacement certificates are available for a period of 60 days and may be subject to an additional charge. After the period of 60 days, replacement certificates will not be available without proof of attendance. No certificates will be issued until full payment has been received.

## Course notes and training

The notes and training for Social Enterprise Kent courses should not be taken as a legal interpretation. Social Enterprise Kent and its employees, trainers and consultants cannot accept responsibility for:

- Delegates' actions, or those of other people reading the course notes, or interpreting the training in litigation Clients are advised to seek qualified legal advice.

## Training safely - COVID-19

We are continuing to train within all ongoing government guidelines.

## Special Considerations and Reasonable Adjustments

Please advise Social Enterprise Kent, prior to date of training if you or your learners have any particular needs or special considerations such as physical impairments, visual requirements etc. to allow for reasonable adjustments to be made if and where possible.

## Data Protection

Social Enterprise Kent is committed to protecting and respecting your privacy. As an organisation, we comply with obligations under the General Data Protection Regulation (GDPR). The information you have provided Social Enterprise Kent will be strictly used for the sole intention expressed. Any personal information Social Enterprise Kent holds will only be kept for the duration it is needed for. Details and retention periods are included in our policy on Data Protection, which is available on our website: [www.sekgroup.org.uk](http://www.sekgroup.org.uk)

## Copyright and Intellectual Property

The copyright of any notes and slides issued by Social Enterprise Kent as part of a course will remain with Social Enterprise Kent and its associates. Any such notes and slides must not be reproduced or distributed in any form or by any means without the written permission of Social Enterprise Kent.

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