

The Link CPD – Terms and Conditions

Training courses

- By using the term ‘course’, we mean either course or module.
- All our training courses are subject to the terms and conditions set out below. By booking a training course you accept these terms and conditions.
- Prices for individual courses are as advertised on our website and exclude VAT. Where required, VAT will be added to the advertised price to arrive at the final total cost. The course price includes the course tutor’s time.
- Bookings, which are in all cases subject to the availability of places on courses, will be confirmed on receipt of payment by return. The rights and responsibilities in respect of cancellation will apply from the date on which we accept and confirm the booking.
- We reserve the right to refuse admittance to any course unless:
 - The full purchase price has been paid for the course or module;
 - The full purchase price has been received by us before the course start date;
- Delegates will not be permitted to participate in the course or module if payment has not been made as set out above. The cancellation terms below will also apply.
- Once we have accepted and confirmed your booking, the below cancellation terms apply:
 - There is no cancellation fee providing we receive written notice more than 10 days before the start of the relevant training course.
 - No refunds will be given for written cancellations received 10 days or less before the start of the training course.
 - No refunds will be given if you fail to participate in and complete a course for which you have made a booking including completing all required coursework.
 - We reserve the right to cancel training courses but will endeavour not to do so within 10 working days of the start of the course. If a training course is cancelled, at our discretion, we will either reschedule the cancelled course within four months or to refund in full the fees paid by you for the training course. To the fullest extent permitted by law, we will not be liable to you in contract, tort, negligence or otherwise for any loss, damage, costs or expenses of any nature whatsoever incurred or suffered by you as a direct, indirect, special or consequential nature arising from such a cancellation.
- Where the course booking is for multiple delegates, or you are not yourself the delegate, we need to know the names of delegates five working days before the start of the course.
- Up to 24 hours before the start of any course, alternative delegates can be substituted for those already booked on a course, provided they fulfil the conditions of acceptance to the course (see below).
- Delegates can be transferred from one course to another, or in-house course dates can be rescheduled. For this to happen, the following fees apply:
 - There is no fee where we receive written notification more than 10 days before the start of the relevant training course.
 - Where a written transfer request is received 10 days or less before the start of the training course, there will be a 25% transfer fee.
- You are responsible for ensuring that the backgrounds of you or your delegates are suitable for the training course(s) that they are attending. All delegates must work in a school supporting pupils either in the classroom or in interventions outside the classroom. We will not be liable for any refund if delegates decide that the course material is inappropriate for them or where they are unable to participate fully for any reason. In no circumstances will we be liable to refund any amount in excess of the agreed and paid price for any training course.

- All copyright and other intellectual property rights in or relating to any course materials provided or made available in connection with the course are and remain our sole property. Course materials may not be used, copied, reproduced, stored in a retrieval system, distributed or transmitted in whole or in part, or in any form or by any means, whether electronically, mechanically or otherwise, or translated into any language, without the prior written permission of us.
- Please see the published Privacy Notice for details of the processing of personal data undertaken as part of the delivery of the course.