

# StreamlinED Terms and Conditions



## Your Course or CPD Booking

Once your booking has been made by completing our online booking form a confirmation email will be sent. The information contained on the application form will be used to process your registration and certification with the relevant Awarding Organisation and for purposes of communication. It is your responsibility to ensure that the information on this form is completed accurately. Once confirmed you must pay in accordance with the terms stated on your invoice. By booking with us, you are accepting the following Terms and Conditions.

## Course Payment

A deposit of £120 must be paid to confirm your booking. The remainder of the course fee must be paid prior to the course start date unless a payment plan has been agreed with us. We will hold on to your certificate until full payment has been received. In the event of late payment, we reserve the right to not accept future course bookings. Please note we have the right to charge interest on any sums overdue under the Late Payment of Commercial Debts (Interest) Act 1988.

## CPD Payment

Payment in full must be made within one week of receiving your invoice to confirm your booking. If you are booking on to a series of CPD's a payment of plan can be agreed.

## Cancellation

All cancellations must be received in writing to [frances@streamlin-ed.co.uk](mailto:frances@streamlin-ed.co.uk). If we do not receive cancellation in writing 30+ days before the date of the course you will still be charged the following;

Number of days before the date of the course	% of cost to be paid
30+ days	0%
21-30 days	25%
14-21 days	50%
Less than 14 days	100%

## Transferring Courses

A learner may transfer from one course to another by requesting such a transfer in writing/email to [frances@streamlin-ed.co.uk](mailto:frances@streamlin-ed.co.uk) at least 14 days prior to the original course taking place. A transfer fee of £40 will be payable.

## Cancellation of Courses and Changes to Tutor/Assessor

StreamlinED constantly updates and improves the courses that we offer and we reserve the right to change the tutor/assessor without prior notice. StreamlinED will make every effort to provide the services as specified, but, if for any reason it falls beyond its control it fails to do so, StreamlinED shall not be liable for any resulting loss of damage. In such circumstances, learners will be offered an alternative date or a credit note.

## Authorisation

By submitting a booking to us, by whatever means, you are acknowledging that you have received authorisation for this expenditure either from yourself or the relevant person at your club.

## Legal Interpretation

The materials, training and course provided by StreamlinED cannot be relied upon for legal interpretation. StreamlinED cannot accept responsibility for learners actions, or those of other people reading the material or interpreting the training/course in litigation, or responsibility for any loss incurred as a result of relying on the training/course or the materials.

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### **Discounts**

Discounts on StreamlinED course are exclusive – they cannot be combined. Except for pre-agreed discounts, the higher discount will always be applied.