

## LimeCulture CIC Training Courses - Conditions of Booking

### Making a Booking

1. Please ensure you have read, understood and accepted these Conditions of Booking before you submit a booking. By making a booking you will be deemed to have read, understood and accepted them, and are entering a contract with us.
2. To make a booking please use the live booking system on our website. We suggest you create an account as this will enable you to track your booking, and update information as required. If you make the booking as a guest you will not be able to make any amendments to your booking without contacting [booking@limeculture.co.uk](mailto:booking@limeculture.co.uk) to request the change.
3. Once the booking form is received and processed and you receive a booking email from us, your booking is then classed as confirmed and the terms and conditions in this document apply.
4. Places will only be confirmed for delegates whose employers have agreed to pay the full course fees. By making the booking, you are confirming that you have appropriate management authorisation relating to payment of the fees due. For this reason, bookings can only be accepted using business email addresses. Delegates should note that bookings made using private email addresses will only be confirmed once payment has been received.
5. Although your booking will be classed as confirmed on receipt of the booking form, your space(s) on the course you have selected will be provisional until payment has been received. If your organisation relies upon purchase order numbers you are requested to add this to the booking as soon as you have it so that LimeCulture can issue an invoice for payment and to secure your space on your selected course.
6. Cancellation charges apply should you decide to cancel, whether or not payment has been received in accordance with paragraph 10 below.

### Accreditation

7. Where a course is accredited by our independent awarding body, NCFE, you will be required to successfully complete each of the modules, passing all required assessments.
8. Where delegates are unable to attend any of the course scheduled dates, they should email [booking@limeculture.co.uk](mailto:booking@limeculture.co.uk) as soon as possible. We will do our best to provide you with alternative dates where possible but this is dependent on availability and it is important to note, that as our courses are often fully booked, you may have to wait to attend a missed module with an alternative cohort. Therefore, we strongly suggest that you make every effort to attend each module on the published dates, unless there are exceptional circumstances which prevent you from attending.
9. Certificates of accreditation will only be awarded to those who have successfully completed all modules.

### Making a Payment

10. Payment of the course fees must be made in advance and should be made as soon as possible after receiving an invoice. All prices quoted are exclusive of VAT unless otherwise stated, which is applicable at the standard rate.
11. If your organisation uses purchase order numbers the purchase order number should be added at the time of making the booking.
12. Our preferred method of payment is by bank transfer, and the relevant details can be found on our invoice.

13. **All invoices are due for immediate payment and must reach us by the course date.** Late payments may incur a late payment charge of 10% and you may forfeit your space(s) on the course. Invoices will be sent a minimum of 14 days before the course start date. If payment cannot be made within this timescale you must contact us in writing to let us know.

### **Cancellation, Refund and Substitution Policy**

14. Due to the demand for LimeCulture training courses, workshops and masterclasses and the volume of pre-course preparation, the following cancellation and substitution policy will apply once bookings have been made.
15. Cancellations must be received by LimeCulture in writing to be in effect.
16. **More than 21 days** prior to a training course, workshop or masterclass start date: You may cancel your registration and receive a full refund. Alternatively, you may request to be transferred to a different course or the next offering of the same course.
17. **Less than 21 days** prior to a course start date: You will be charged the full course fee. You may not transfer to a different course or to the next offering of the same. You can, however, avoid being charged the full course fee by substituting a candidate at any time prior to the start date of a course.
18. If you fail to attend without notification, the full course fee will still be charged. Please note that failure to submit payment does not cancel your booking for the course.
19. If you have started the course, or are part way through the course, there can be no refund.

### **Delegate Substitution**

20. To substitute someone in your place log in to your LimeCulture account. If you don't have an account, please send a request to [booking@limeculture.co.uk](mailto:booking@limeculture.co.uk) to LimeCulture with the following information:
- Full name of substitute
  - Address (business)
  - Phone number
  - Email address
21. Substitution requests can be made up until the day of the course, but it is your responsibility to pass on any course materials you have received to the person who will be attending. If materials are not passed on, an additional materials fee will be charged. If the substitution request is made up to 21 days prior to the start date of the course, all course materials will be sent directly to your substitute.
22. If you have started the course, or are part way through the course, there can be no substitution of your place.

### **Course Content and Programme Schedule**

23. LimeCulture reserves the right to alter the advertised schedule of courses, which may include cancellation of a course.
24. All advertised courses require a minimum number of bookings to be placed on each course. Where this number is not reached, we may choose to cancel the course. Where LimeCulture cancels a course, individuals with confirmed bookings on that course will be offered alternative dates. If none can be provided then a full refund will be given. If we need to cancel a course then at least 14 days notice will be provided.



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25. LimeCulture reserves the right to alter or amend the advertised content of any course without notice in order to continuously provide high quality evidence based and up to date accredited training.
26. LimeCulture reserve the right to change the venue from that originally advertised by providing 14 days notice.
27. LimeCulture will not be liable for any losses or expenses, including consequential, arising from any such alterations or amendments to the programme content and schedule including cancellation.

#### **Acceptable Use of Facilities**

28. In placing a booking you agree to abide by LimeCulture's Acceptable Use Policy relating to the use of training facilities. This policy requires the following:
  - Adherence to LimeCulture's learning contract discussed at the outset of the training course
  - None of LimeCulture's facilities may be used to locate, display or transmit any material which is illegal or offensive
  - No food and drink may be brought into the training rooms
  - LimeCulture's premises are non-smoking (including the use of electronic cigarettes) and all delegates are required to adhere to this policy

#### **Exclusion**

29. LimeCulture reserves the right to refuse access to its facilities and premises where there is reason to believe that a delegate is in breach of these conditions or where a delegate uses threatening, bullying, harassing or disruptive behavior towards other delegates or LimeCulture trainers. LimeCulture will not be liable for any losses or expense (including course fees and consequential damages) incurred by a delegate arising from such an exclusion.

#### **Publicity**

30. LimeCulture may take photographs of the training delivery and use the images on it's website, Twitter, Facebook or blog. If you do not want your image to be used in this way it is your responsibility to notify the trainers at the start of the course.
31. LimeCulture may use your organisation name or logo on the website as a client of LimeCulture. Information about the training delivered will not be publicised without express additional permission. If you do not want your organisation name or logo to be used in this way you should email [info@limeculture.co.uk](mailto:info@limeculture.co.uk) to notify us.

#### **Data Protection Fair Processing notice**

32. LimeCulture collects, holds and processes personal data relating to its students and those registering to attend workshops. It is essential for it to do so in order to manage its operations effectively. These activities are carried out in accordance with the [Data Protection Act 1998](#), and with our organisational Data Protection Policy.
33. The data held by LimeCulture is mainly taken from the details you provide during the registration process, to which will be added data that accumulates during and after your studies with LimeCulture. This may include sensitive personal data and could include photographs. We may use anonymised data for marketing purposes.
34. By enrolling, you give your consent for LimeCulture to process your personal data. If you want to know what information we hold about you, or to opt out of any marketing communications please email [info@limeculture.co.uk](mailto:info@limeculture.co.uk)

#### **Date of document**



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35. These terms and conditions were last updated on the 1<sup>st</sup> November 2017.