



LimeCulture Training Programmes Terms and Conditions of Booking

Introduction

1. At LimeCulture we operate the following simple terms and conditions which apply when booking our Training courses. These terms and conditions apply for the duration of an enrolment on our training and have been designed to treat our clients and delegates as fairly and respectfully as possible so that we can provide a high-level service. The document also describes what services Delegates can expect from LimeCulture.

Making a Booking

2. By making a booking with us, you will be deemed to have read, understood and accepted these terms and conditions and will be subject to contractual arrangements. You will also be deemed to have sought appropriate management authorisation relating to the payment of fees due and the availability of the delegate(s) to attend all course dates. Invoices and confirmation of your bookings will be sent by email to the addresses provided at the booking stage.

Making Payments

3. The payment of all fees will be due for payment within 30 days of the invoice date. All prices quoted are exclusive of VAT unless otherwise stated.
4. If your organisation uses purchase orders, the purchase order number should be provided when making the booking. Should you wish to add a purchase order number after your booking has been confirmed, contact finance@limeculture.co.uk with the relevant information so that your invoice can be updated and reissued. In any case, payment is expected to be made within the same 30-day period.

5. Our preferred method of payment is by bank transfer to:

Bank: Santander PLC

Account Name: LimeCulture

Account number: 04254642

Sort Code: 09-01-28

6. Late payments may incur a late payment charge of 10%.

Client Changes and Cancellations

7. We understand that from time to time you may experience difficulties in attending booked training. We therefore operate a flexible and fair approach to make changes as detailed below. 'Core training' refers to any of our open courses where individual places are booked; 'bespoke training' refers to courses delivered in-house for an organisation.

Core training

8. More than one calendar month prior to the commencement of a training programme:

Free of charge you can (a) reschedule the training to a later date (subject to availability); or (b) substitute your place with another candidate.

Alternatively, you may cancel your registration and receive a credit or a full refund.

9. Less than one calendar month prior to the commencement of a training programme:

Full course fees are applicable without transfer to an alternative course. You can, however, substitute your place with another candidate for a rescheduling fee of £50 plus VAT, per change, up to 5 working days before the course commencement. Where a course has multiple modules held over multiple dates i.e. ISVA Development Programme, SVLO Development Programme, or SL Development Programme, subject to availability, module changes can be requested for a rescheduling fee of £50 plus VAT, per change, at any time. It is important to note that our courses are often fully booked and therefore there may be a wait to complete missed modules.

Bespoke training

10. More than one calendar month prior to the commencement of a training programme: Free of charge you can (a) reschedule the training to a later date (subject to availability). Alternatively, you may cancel your booking and receive a credit or a full refund.

11. Less than one calendar month prior to the commencement of a training programme: Full course fees are applicable without transfer to an alternative date/location. You can, however, make changes to the delegates list up to 5 working days before the course commencement free of charge subject to the minimum number of attendees.
12. All change requests should be emailed to booking@limeculture.co.uk.
13. Please note that failure to submit payment does not cancel your undertaking to make payment in accordance with these terms and conditions. If you have started the course, or are part way through a course, a refund will not be issued.
14. We will not be liable for any losses or expenses, including consequential, arising from any such alterations or amendments to the timetable including where a request is refused.

Delegate code of conduct

15. We expect all delegates to behave in an appropriate, respectful and professional manner at all times. This includes but is not limited to:
 - a. Joining the course on time;
 - b. Being present from start to finish (otherwise you may be recorded as not attending);
 - c. Keeping your camera on throughout the course; and
 - d. Taking an active part in the course.

Exclusion

16. We are committed to providing quality training for all delegates. We reserve the right to refuse access to facilities, premises and virtual training sessions where there is reason to believe that a delegate is in breach of these conditions or where a Service representative uses threatening, bullying, harassing or disruptive behaviour towards other delegates or our trainers.
17. We will not be liable for any losses or expenses (including accreditation fees and consequential damages) incurred by a Service arising from such an exclusion. No refunds will be issued in such circumstances.

Course Content and Programme Schedules

18. We will make every effort to honour all advertised courses and scheduled dates. All courses require a minimum number of delegates, and in the unlikely event of those numbers not being achieved we may be required to cancel the course. In the unlikely event of disruption to services due to sickness, absence or unavailability of guest speakers we reserve the right to alter advertised schedule of courses, including cancellation of a course.
19. Should cancellation be required we will aim to give 14 days' notice. Individuals with confirmed bookings will be offered alternative dates. If alternative dates cannot be offered then a full refund of course fees will be made.
20. We pride ourselves on providing up to date, evidence-based training and therefore reserve the right to alter or amend previously advertised programmes without notice, although we will make every effort not to do so. We reserve the right to change the training venue from that originally advertised providing 14 days' notice. LimeCulture will not be responsible for any losses or expenses, including consequential, arising from any such alterations or amendments to the programme content and schedule including cancellation.

Accreditation

21. Our awarding body, NCFE, accredits a number of our courses. Certificates of accreditation are awarded on successful completion of all modules and when a pass mark has been achieved in all assessments. We are committed to ensuring that any incidents of assessment malpractice are identified, minimised, and dealt with in an open, fair and effective manner. Delegates found to be plagiarising work, or committing any form of assessment malpractice, may be excluded from the course or programme. Our Malpractice and Plagiarism Policy is available on request.
22. We retain copyright over all of our work and materials regardless of how they are provided or distributed. Unauthorised distribution or reproduction is forbidden and will be treated as plagiarism. Other than with static photographs, it is forbidden for delegates to record any part of any training programme either by audio or video means.

Acceptable Use of Facilities

23. In placing a booking, you agree to abide by LimeCulture's Acceptable Use Policy relating to the use of training facilities, which include any online training rooms. This policy requires the following:
 - a. None of the facilities used by LimeCulture may be used to locate, display or transmit any material which is illegal or offensive; and
 - b. Premises used by LimeCulture are non-smoking (including the use of electronic cigarettes) and all delegates are required to adhere to this policy

Publicity

24. We may take photographs of the training events and use the images on our website and social media channels. If you do not want your image to be used in this way it is your responsibility to notify the facilitators at the start of the training. Information about participation 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 training@limeculture.co.uk to notify us.

Data Protection Fair Processing notice

25. Our Company Registration Number is 07667756.
26. We are registered with the Information Commissioner Offices ZA298542.
27. Our registered office is at The Coach House, 2a Carr Road, Hale, Cheshire, WA15 8DX.
28. We collect, hold and process personal data relating to our clients. It is essential for us to do so in order to manage our operations and accreditations effectively. Our processes relating to personal data are carried out in accordance with the General Data Protection Regulation, and with our organisational knowledge management policy. The personal data we hold is mainly taken from the details provided during the application/registration/booking.
29. Our privacy notice about use of and interaction with our website is available via a link at the bottom of the home page of the website marked 'Terms of Service and Privacy Policy'. We add data that accumulates during and after interaction with us. This may include sensitive personal data and could include photographs. We may use this data for marketing purposes.

30. By participating in training, you give your consent for LimeCulture to process your personal data collected during registration. We will also seek and record your consent separately to take photographs. If you want to know what information we hold about you, or opt out of any marketing communications or make any changes to your consent, for example relating to the use of photographs, please email mydata@limeculture.co.uk.

Complaints:

31. Details of our complaints policy can be found here:
<https://limeculture.co.uk/complaints-policy/>.