

## LimeCulture Community Interest Company (CIC) Training Programme

### Funded Training Terms and Conditions.

#### Introduction

1. This document describes the terms and conditions which apply when booking onto any of the funded Training Programmes, Courses or Workshops at LimeCulture. ‘Funded Training’ is any training that is free of charge to the delegate’s organisation due to it being funded directly by an alternative organisation, such as a government department.. This document also describes what services Delegates can expect from LimeCulture.
2. This terms and conditions document applies for the duration of an individual’s enrolment on a training programme.

#### Making a Booking

3. By making a booking you will be deemed to have read, understood and accepted the Training Programmes terms and conditions and will be subject to contractual arrangements with LimeCulture.
4. To make a booking please use the live booking system on LimeCulture’s website <https://limeculture.co.uk/training-development/>
5. We encourage you to create an account to enable tracking of your booking and any update information as required.
6. Should you choose to make the booking as a guest you will be unable to make amendments to your booking without contacting us directly at [training@limeculture.co.uk](mailto:training@limeculture.co.uk)
7. Once the booking form is received and processed you will receive a booking confirmation email from us. Your booking is classed as confirmed and the terms and conditions as outlined in this document apply.
8. By making the booking you are confirming that you have sought appropriate management authorisation relating to payment of fees due and availability to attend all course dates

9. Funded places on any training programme, course or workshop will be subject to a charge for non-attendance without prior notice. Cancellation charges apply (in accordance with paragraphs 16-17 below) should you decide to cancel your place.
10. We recommend that you make every effort to attend published dates, unless there are exceptional circumstances, which prevent you from doing so.
11. Where delegates are unable to attend any planned dates they should inform us as soon as possible by emailing [training@limeculture.co.uk](mailto:training@limeculture.co.uk)
12. We will endeavor to provide alternative dates, however, this is dependent on available places.

## Accreditation

13. Our awarding body, NCFE, accredits our courses, with the exception of some of our bespoke training, which are specifically developed for individual customers.
14. Certificates of accreditation are awarded on successful completion of all modules and when a pass mark has been achieved in all assessments.

## Cancellation, Refund and Substitution Policy

15. Due to the high demand for our training courses and the volume of pre-programme preparation we have to undertake, the following cancellation and substitution policy will apply once applications have been made.
16. LimeCulture must receive cancellations in writing to be effective. Cancellations should be emailed to [training@limeculture.co.uk](mailto:training@limeculture.co.uk) within 72 hours of the training date.
17. Where the delegate fails to attend a course without providing written notice of cancellation no less than 72 hours of the training date, LimeCulture reserve the right to charge a cancellation fee of £96 + VAT.
18. To substitute your place please send a request to [training@limeculture.co.uk](mailto:training@limeculture.co.uk). You may be asked to complete a new booking form.
19. All Substitution requests can be made up to 72 hours before the commencement of the course on the first day of training.

## Deferment / Extension

20. Deferment, or extension for completing a training programme can only be facilitated where there are exceptional circumstances, which prevent a delegate from attending scheduled training within expected timeframes. If a delegate wishes to request a deferment / extension they should contact [training@limeculture.co.uk](mailto:training@limeculture.co.uk) as soon as possible to highlight the grounds for the request.
21. The intention of LimeCulture will always be to facilitate a deferment / extension request provided that the grounds for the request are genuine and unavoidable. LimeCulture will seek to agree with the delegate/organisation an appropriate length of time to defer the training. However, LimeCulture reserves the right to refuse a request for the following reasons:
  - a. The grounds do not constitute exceptional circumstances
  - b. The length of the deferment / extension requested is excessive
  - c. Availability of alternative approaches that would enable the delegate to continue the training.
22. LimeCulture will not be liable for any losses or expenses, including consequential, arising from any such alterations or amendments to the timetable including where the request is refused.

## Exclusion

23. LimeCulture is committed to providing quality training for all delegates who attend any of our training programmes, courses or workshops.
24. 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 Service representative uses threatening, bullying, harassing or disruptive behaviour towards other delegates or LimeCulture trainers. LimeCulture will not be liable for any losses or expenses (including accreditation fees and consequential damages) incurred by a Service arising from such an exclusion.

## Course Content and Programme Schedules

25. LimeCulture will make every effort to honour all advertised training programme, courses and workshops, and their scheduled dates.
26. All courses require a minimum of delegates. In the unlikely event of those numbers not being achieved we may choose to cancel the course.

27. In the unlikely event of disruption to services due to sickness or absence or unavailability of guest speakers LimeCulture reserves the right to alter advertised schedule of courses, including cancellation of a course.
28. Should cancellation be required we will endeavor to give 14 days notice, where possible and alternative dates will be offered, where possible.
29. LimeCulture prides itself 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.
30. LimeCulture reserves the right to change the training venue from that originally advertised by providing notice to delegates as promptly as possible.
31. 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.

### **Acceptable Use of Facilities**

32. 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:
  - None of the facilities used by LimeCulture may be used to locate, display or transmit any material which is illegal or offensive
  - Premises used by LimeCulture are non-smoking (including the use of electronic cigarettes) and all delegates are required to adhere to this policy

### **Publicity**

33. LimeCulture may take photographs of the training events and use the images on its website and social media platforms such Twitter, Facebook or blog. 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 Programme, Course or Workshop.
34. 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 [info@limeculture.co.uk](mailto:info@limeculture.co.uk) to notify us.

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

35. LimeCulture's Company Registration Number is 07667756
36. We are registered with the Information Commissioner Offices ZA298542
37. Our registered office is at The Coach House, 2a Carr Road, Hale, Cheshire, WA15 8DX
38. LimeCulture CIC collects, holds and processes personal data relating to its clients. It is essential for it to do so in order to manage its 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.
39. The personal data held by LimeCulture is mainly taken from the details provided during the application/registration. 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'.
40. LimeCulture adds data that accumulates during and after interaction with LimeCulture. This may include sensitive personal data and could include photographs. We may use this data for marketing purposes.
41. By participating in training you give your consent for LimeCulture to process your personal data collected during registration.
42. 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](mailto:mydata@limeculture.co.uk)

## Complaints

43. Details of our complaints policy can be found here <https://limeculture.co.uk/complaints-policy/>
44. These terms and conditions were first published on the 5<sup>th</sup> of May 2022