

## EDU Training Centre LTD Booking Terms and Conditions

1. All bookings are made with EDU TRAINING CENTRE LTD Company Number: 07847054  
Name and Registered Office: EDU TRAINING CENTRE LTD REGISTERED IN ENGLAND AND WALES  
370-372 Manchester Road, Oldham, Lancashire, ENGLAND, OL9 7PG
2. The Company requires a minimum deposit of £50 to be paid in order to secure a place on any given course. It can be paid by cheque, money transfer, credit/debit card or PayPal via our website. Any remaining balance will have to be paid on the day the course commences.
3. The fee for the DS/CCTV book is not included in the course fee. Anyone who would like to purchase a book can do so for £10.
4. Once payment has been verified, you will receive confirmation of booking and course joining instructions.
5. Notice of cancellation must be given in writing, either by e-mail, text or post, and made at least 2 days before the scheduled start time of the course. We are unable to accept any verbal cancellations or refund requests. We will be unable to process refund of any product until it has been returned.
6. We accept that circumstances beyond individual control happen and every effort will be made to relocate the candidate onto another course where possible once sufficient notification has been given.
7. Should a person cancel on a course, the following scale charges will apply:  
If you cancel up to 24 hours before the start date of the course, a full refund will be made.  
If you cancel after the start of the course, there will be £100 deduction from the course fee paid, which is the administrative charge fee. Alternatively, the full course fee paid is transferable onto the next available course if you wish to attend at a later date.
8. We reserve the right to postpone any course if there is an insufficient number of learners enrolled. If the course you have booked is postponed, you will be given the opportunity to transfer to another suitable date at no extra charge. We will make a full refund if other dates are available.
9. We may need to move you to the next course if the student to trainer ratio exceeds the limit set out to us. You will not be charged for this transfer.
10. The instructing ratios for any course may be varied at the discretion of EDU Training Centre to allow for circumstances such as staff absence or illness.
11. Circumstances may arise where we are forced to alter dates, duration or venue location before a course starts. We will try to inform you of any such changes as soon as we know of them.

12. Attendance of courses is mandatory and it is accurately recorded for each day of training. In order to ensure the maximum effectiveness of the training, 100% attendance is required. Failure to comply may result in removal from the course. A candidate leaving the course at any stage, for whatever reason, will not be entitled to a full refund. In the event that you wish to attend the course at a later available date, the course fee paid is fully transferable on to the next course. The Company reserves the right to send a student home if they arrive 30 minutes or later for the course.
13. Some of our courses involve participation by students in workshop-based scenarios. In an effort to ensure that our training courses remain realistic and relevant, these scenarios may replicate real life situations quite closely. It is accepted by all that the security industry contains more hazards to staff than other industries. Every effort at all times will be made to ensure the health, safety and welfare of course participants. However, participants must at all times act with restraint and in accordance with instructors' requests. Every participant has to ensure that they use reasonable force and they do not injure or harm any other individual in any way throughout the training.
14. Neither the Company nor any of its representatives will be responsible for any illness or injury sustained on our courses, nor will they be liable for any uninsured loss of personal property. In case of any injuries sustained during training, the participants have to inform the centre staff before leaving the premises. Such incidents have to be recorded in writing as they happen.
15. The Company's agents and representatives, other than the Director of the Company, are not entitled to promise refunds for whatever reason, and the Company will not be bound by any such promises.
16. These booking conditions may only be waived in special circumstances, and in writing, by the Director of the Company.
17. The terms and conditions of all agreements made with the Company shall be subject to, and governed by the UK law.
18. When making your booking, it is implied and accepted that you have read and understood all these booking conditions and agree to abide by them.
19. Certificates must be collected within 15 days of when you receive the call from us. If you collect it any later than this and realise there is an error, then you will have to pay £50 to get it corrected.
20. By signing this form, you are giving your ongoing consent to EDU Training Centre LTD to hold your personal details for more than 3 years for audit purposes.
21. If any part of these Terms and Conditions is found to be invalid or unenforceable under applicable law, such part will be ineffective to the extent of such invalid or unenforceable part only, without affecting the remaining parts of this Agreement in any way.

You have a statutory “cooling-off” period of seven days. When you purchase an item or book in store, you can generally only return damaged books or faulty items. If you simply change your mind or decide that you don’t like the item, you have no recourse.

Accepting Learner’s Signature: \_\_\_\_\_