

Virtual Academy Training Course - Refund, replacement and cancellation terms

Booking a Course

Course bookings can be made online, or by completing a booking form. Receipt of your booking request will be confirmed by email. All booking requests remain provisional and joining instructions will not be issued until payment is received.

Payment

Payment must be made prior to course commencement; bookings remain provisional and joining instructions will not be issued until payment is received. We reserve the right to re-allocate or cancel the place to another delegate if fees are not paid on time. Payment can be made on-line or over the phone via credit or debit card. BACS payments are also accepted.

Cancellations

In the event of a delegate cancelling their registration for training and services, the following charges will apply:

Over 4 weeks prior to commencement of training: **No charge**

2 - 4 weeks prior to commencement: **50% of the course fee**

Less than 2 weeks prior to commencement: **100% of the course fee**

In the event of a booking cancellation, we reserve the right to reclaim any discounts previously awarded.

Cancellation instructions must be received in writing by Baines Simmons Limited.

Baines Simmons Limited reserves the right to cancel its courses at any time. Delegates will be notified and all monies will be refunded.

Delegate substitution

You can substitute a delegate on a programme at any time free of charge. Simply call our learning advisors on +44(0)1276 859519.

Transfers

In the event of a delegate transferring their registration for training to a later training date the following transfer charges will apply:

Over 4 weeks prior to commencement of training: **No charge**

2 - 4 weeks prior to commencement: **30% of the course fee**

Less than 2 weeks prior to commencement: **60% of the course fee**

The transfer option only applies to delegates transferring to a different date within the same calendar year on the same course. Transfers can only be used once. If that transfer is then later cancelled and/or the delegate fails to attend, the full course fee remains payable. The choice of revised date must be specified at the time of the transfer.

Fees

All fees on our website are current at the time of publishing. However, we reserve the right to change them. In any event, Baines Simmons reserves the right to refuse attendance if payment has not been received prior to attending the course. All our fees are inclusive of course materials.

Programme Content, Dates & Platform

Baines Simmons reserves the right to change platform and trainers and alter or cancel published dates without liability. Due to the evolving nature of our training courses and our commitment to continuous improvement initiatives, Baines Simmons reserve the right to change the course content and / or trainer, at any time in line with market demands.

Intellectual Property Rights

All rights reserved. Whilst some of the material delivered during this course is in the public domain, the majority is either directly copyright protected by Baines Simmons Limited or the method of delivery remains the Intellectual Property Right of Baines Simmons Limited. No part of these training materials shall be reproduced or utilised, in any form, or by any means, including photocopying, recording or taking screenshots by any information storage and retrieval system for the commercial benefit of the delegates or any third party.

Delegate Technical Requirements

- Delegates must have a laptop equipped with a webcam and audio capability in order to attend (delegates must not attend on mobile/tablet devices).
- Delegates must ensure their webcam is on for the duration of the course/session(s) so that the trainer can manage delegate engagement and participation.
- Delegates should ensure they are able to locate themselves in a space conducive to effective learning, either at home or at work, for the duration of the course/session(s).
- Delegates must attend the entirety of the course/session(s) without risk of distraction from their environment or other applications on their laptop, in order to meet the attendance requirements and qualify for their certificate.
- Delegates are responsible for their own technical setup and configuration to meet the attendance requirements. Once a delegate has signed up to the course and confirmed that they have fully tested their virtual platform setup prior to the session(s), they are responsible for their connectivity during the session itself, including; webcam, audio, stable network connectivity and platform user interface (Microsoft Teams).
- Delegates are responsible for downloading and installing any software required to participate in the course/session(s) onto their laptop in order to meet the attendance requirements and view course materials.
- Delegates are required to complete and submit their course feedback (via the link sent during the course) in order to receive their certificate.
- Baines Simmons Ltd cannot be held liable for technical issues, outages, crashes or network problems that the delegate may experience as a result of their technical setup. In the event of a technical 'outage' during, or on the day of the course/session(s), the delegate will need to forgo their course place and rebook at their cost.
- In the event of a Baines Simmons or Trainer technical 'outage', Baines Simmons will endeavour to remedy the issue as soon as is reasonably practical and, in the event that it cannot be remedied, the delegate will be offered a place on an alternative course at no additional cost.
- Delegates must not record, photograph, 'image grab' or duplicate any on-screen content, materials or shared content without explicit, prior written consent from Baines Simmons.

For further information email training@bainessimmons.com or call our team of learning advisers on **+44 (0)1276 859519**