



C&C Training Limited — Training Booking Conditions

1. Definitions

Agreement means the agreement for C&C Training Limited to supply, and the customer to purchase, the services in accordance with these conditions.

Booking means any order, enrolment or reservation for training services made by or on behalf of the customer, whether by:

- online or click-to-book process via the company's website or booking platform
- a booking completed by the company on the customer's behalf following written instructions by email
- a purchase order or other written confirmation of the customer's intention to proceed

A booking becomes binding when accepted by the company in writing, including by email.

Business Day means any day that is not a Saturday, Sunday, public holiday or bank holiday in England.

Company means **C&C Training Limited**, registered office: The Stables, 23 Lenton Street, Alton, Hampshire, GU34 1HG.

Conditions means these terms and conditions of business.

Customer means the individual, business or company that signs the booking form to receive the services.

Fee means the fee set out in the booking and payable by the customer for the services.

Services means the training, consultancy, brokerage and/or other services agreed to be purchased by the customer as detailed in the booking.

Relevant Date means the date the booking has been confirmed.

2. Conditions of Sale

These conditions apply to all contracts for the supply of services by C&C Training Limited to the customer.

They apply to the exclusion of all other terms and conditions, including any terms the customer may attempt to apply under a purchase order, confirmation of order, or similar document.

3. Price and Payment

In return for the provision of the services, the customer must pay the company the agreed fee.

Unless otherwise stated in writing, the fee is subject to **VAT at the prevailing rate**.

Invoices and joining instructions will be issued no more than **3 months** before the course commencement date.

The fee must be paid within **30 days of the invoice date** or by the last business day immediately before the course starts, whichever is sooner.

Fees may be subject to change.

4. Acceptance

The customer is deemed to have accepted the services when either:

- the customer or authorised representative completes the **click-to-book** process, or
- the company receives written confirmation, including by email, of the customer's intention to proceed

After acceptance, the customer is not entitled to reject the services except as otherwise permitted under these conditions.

Delegate names may be changed at any point before course commencement.

For NVQs, delegate name amendments may only be made **before registration** with the relevant awarding body. Once the NVQ has been registered:

- no delegate name changes are permitted
- the full NVQ fees remain payable for the originally registered delegate
- no refund, credit or transfer of fees is available

The agreement is legally binding on the customer, who confirms that they have the right, power and authority to enter into it.

5. NVQ Learner Engagement

Learners undertaking an NVQ must be fully engaged and committed to completing the qualification.

Customers should obtain approval from learners before putting them forward, as the qualification is likely to involve work outside contracted hours.

The assessment team will contact learners and request:

- ID
- evidence
- job knowledge answers
- professional discussions outlining relevant experience and competence

Deadlines must be met to avoid additional fees.

C&C Training Limited reserves the right to withdraw and cancel any NVQ that has been ongoing for more than **3 months** if the learner is making little or no effort to engage and complete the qualification.

If this happens, the learner will need to **re-register and rebook at full cost** to resume the NVQ in the future.

6. Release of Certificates and Cards

Certificates and/or cards will be provided as evidence of successful completion.

They will only be released once:

- the company has received evidence of delegate attendance
- the company has delivered the services in full
- the customer has paid the relevant invoice in full

7. Term and Termination

These conditions begin on the **Relevant Date** and continue until the company has delivered the services and received all outstanding monies due.

Once the booking has been confirmed, the customer is liable to pay the fees and entitled to receive the services.

Either party may terminate the agreement immediately by written notice if the customer:

- fails to pay any sum due under the agreement
- commits a material breach and fails to remedy it within **14 days** of written notice
- becomes insolvent, enters liquidation, has a receiver or manager appointed, or enters a similar process
- suffers distress or execution of legal process against its assets
- ceases or threatens to cease carrying on business

Payments made in advance are **not repayable** to the customer under any circumstances if the agreement is terminated.

8. Closed-Course Training

The customer confirms that it will provide **public liability insurance cover** for the company's representatives while trainers are on the customer's premises.

Where training is provided on a closed-course basis, the customer is responsible for arranging, at its own cost, a suitable training venue at the customer's premises or another chosen location.

The venue must provide adequate:

- training facilities
- equipment
- access
- environmental conditions

as reasonably specified by the company before the course.

If the customer fails to provide a venue or facilities that the company reasonably considers suitable, the company may cancel, suspend or terminate the course immediately.

Where a course is cancelled for that reason, the customer remains liable for **100% of the course fees**, and no refund, credit or rescheduling will be offered.

9. Cancellation Terms

The customer must give notice if they want to cancel all or part of the services.

The following cancellation charges apply:

Notice Given	Charge
15 days or more before commencement	No cancellation fee
8-14 days before commencement	50% of the fees due
0-7 days before commencement	100% of the fees due

Requests to transfer delegates from one service to another, such as from one course to another, are subject to the same deadlines and charges as cancellations.

The company reserves the right to vary programmes, speakers, venues and course content, or to cancel services where necessary and without prior notice.

The company may refuse to deliver services to any customer delegates if any fees owed to the company remain outstanding, including fees for previous services.

NVQ Cancellations

All NVQ bookings, enrolments and registrations are **final, non-cancellable and non-refundable** once submitted and accepted.

If the customer cancels, withdraws from, fails to attend, postpones or terminates an NVQ booking for any reason, the customer remains liable for **100% of the total NVQ fees**.

The customer agrees that those fees reflect the company's losses, including registration fees, administration costs, assessor allocation and loss of opportunity.

The customer also agrees that payments for NVQs are **authorised and final**.

10. Exclusion of Liability

To the extent permitted by law, neither the company nor its trainers will be liable to the customer, whether in contract, tort or otherwise, for any special, indirect or consequential loss arising directly or indirectly from the supply of the services.

Consequential loss includes, but is not limited to:

- loss of profits or anticipated profits
- damage to reputation or goodwill
- loss of business or anticipated business
- loss of revenues or anticipated savings
- damages, costs or expenses payable to a third party
- other indirect or consequential losses

11. Confidentiality

The company may receive confidential information relating to the customer's business while providing the services.

The company undertakes not to use that information for unauthorised purposes or disclose it to any person.

Both the company and the customer must keep each other's business information and documents confidential and must not disclose them to third parties without prior written consent.

12. Copyright

The services and any materials supplied contain information confidential to the company and/or its trainers.

Copyright in the materials belongs to the company and/or its trainers.

Materials must not be copied or disclosed to any other person without the company's express authorisation.

13. General Provisions

The company reserves the right to alter these conditions from time to time. Customers are advised to re-read the conditions each time they confirm a booking.

The company is not liable for failure to fulfil its obligations where caused by circumstances beyond its reasonable control, provided reasonable efforts have been made.

Notices under the agreement may be delivered or sent by first class recorded delivery post to the registered office of the relevant party.

The company may waive obligations under the agreement, but no waiver of one breach will be treated as a waiver of any other or later breach.

The customer must not assign or transfer its rights, interests or obligations under the agreement without the company's prior written consent.

The agreement is governed by the **laws of England and Wales**, and the parties submit to the **exclusive jurisdiction of the English courts**.

Termination does not affect rights, remedies or liabilities that have already accrued.

Headings do not form part of the conditions and do not affect interpretation.