



Redfearn Training - Booking Terms and Conditions

1. Booking Your Course

- Bookings can be made via phone, email – natasha@redfearntraining.co.uk
- Candidate details and purchase orders should be confirmed at least 7 working days before the course.
- No contract exists until we confirm a written purchase order.
- Provisional bookings are held until payment or purchase order is received; confirmed bookings take priority.

2. Prices & Payment

- Prices are as stated (VAT not included).
- Payment can be made by BACS or invoice.
- Payment in full is required unless agreed otherwise.
- Account customers: standard credit terms are 30 days.
- Late payments may incur interest and recovery costs as per UK law.

2.1 Refunds

- No refunds for non-attendance, failing to complete the course, or not achieving the required standard.
- E-learning courses can only be refunded within 24 hours of purchase.
- Courses cannot be transferred to another candidate or another course.

3. Cancelling a Course

Customer Cancellation

- Must be in writing via email.
- Cancellation charges:
 - More than 10 days before – full refund / no charge
 - 6–10 days before – 50% refund / 50% charge
 - 5 days or less – no refund / full charge
 - No-show = full charge

Redfearn Training Cancellation

- We may cancel or reschedule courses, or change the venue.
- If cancelled by us, a full refund is given.
- Courses may be cancelled if the minimum delegate number is not met; alternative dates will be offered.

4. Attendance & Punctuality

- All sessions must be attended for statutory qualifications.
- Late arrivals or missed sessions may result in refusal to continue training, with full fees payable.

5. Candidate Responsibility

- Candidates (or the booking company) must ensure suitability for the course.

6. Course Materials & Equipment

- Materials are for the candidate's use only; sharing or copying is prohibited.
- Customers must provide adequate PPE and facilities.
- If resources are unsuitable, training may be stopped, and full charges apply.

7. Certification

- Certificates issued only upon successful completion and full payment.
- Replacement certificates available for a small charge.

8. Privacy

- We follow GDPR guidelines.
- Your details may be used for marketing and course reminders.
- Full privacy policy available on our website.

9. Force Majeure

- Neither party is responsible for delays or failure caused by events beyond control (e.g., power failure, natural disasters, industrial action, terrorism).

10. Law & Disputes

- Governed by UK law.
- Disputes are subject to the relevant UK courts.