

CORE AID TRAINING LTD

167-169 Great Portland Street, London, W1W 5PF, England
info@coreaidtraining.com • www.coreaidtraining.com

TERMS & CONDITIONS

Please read these Terms & Conditions carefully before booking a course with Core Aid Training.

1. Payments

All delegate bookings must be paid in full to guarantee registration on a course. Once payment has been received and processed by CORE AID TRAINING LTD, an email confirmation and receipted invoice will be sent to the person who made the booking. If payment is not made at the time of booking, registration will be solely provisional.

To qualify for a discounted rate, booking and payment must be received while the discount offer is active.

A binding contract will be formed when Core Aid Training notifies its acceptance of a customer's order for goods or services ("the Contract"). An invoice will be issued and shall be payable within 30 days of the invoice date.

Overdue invoices may result in the course booking being invalidated and the delegate place being released for general sale.

Unless specified otherwise, Value Added Tax (VAT) will not be included in any quoted price and will be charged at the rate in force at the time of quotation.

If the Customer becomes bankrupt, enters into liquidation, administration, or administrative receivership, or ceases or threatens to cease trading, Core Aid Training reserves the right to invalidate the booking and release the delegate place for general sale.

2. Cancellations & Substitutions

Once a delegate has booked and paid for a course, no refunds can be offered after payment has been received by Core Aid Training.

It is the customer's responsibility to inspect booking details. Any errors must be communicated within 7 days of receiving the booking confirmation, during which time Core Aid Training will amend the delegate booking details.

Delegates may nominate an alternative person to attend in their place. Amendments can be made by the person who made the booking up to 48 hours prior to the course date via the booking site. Changes to delegate information after this point will be handled directly by Core Aid Training and may incur a small administration fee.

Attendance fees will not be refunded in the event of an act of God or other circumstances outside of the organisers' control.

3. Delegate Requirements

Delegates should advise Core Aid Training of any special requirements at the time of booking, including dietary requirements, accessibility needs, or any other relevant considerations.

4. Joining Instructions

Course joining instructions will be sent to registered delegates 2 weeks prior to the course date. If you do not receive joining instructions, please contact us:

- Email: info@coreaidtraining.com
- Website: www.coreaidtraining.com

5. Cancellation or Postponement of a Course

Where necessary, Core Aid Training reserves the right to make alterations to course dates. Delegates will be notified of any relevant changes as soon as practicable; however, please note that dates are subject to change without notice.

Should a course be cancelled or postponed by Core Aid Training for any reason, liability shall be limited to the fee paid by the delegate. Core Aid Training shall not be liable for any additional expenditure, damage, or loss incurred by the delegate as a result.

6. Certificates

Certificates will be issued to delegates following the course, and only to those who have been registered as attending on the allocated course dates. Core Aid Training cannot be held liable for any loss, liability, or damage to personal property on the day of a course.

7. Data Protection

Data Controller: CORE AID TRAINING LTD, 167-169 Great Portland Street, London, W1W 5PF, England.

By submitting delegate registration details, delegates agree to allow Core Aid Training to contact them regarding their services. The contact details of registered delegates will be placed on an attendance list.

All personal data is obtained and processed in line with the UK Data Protection Act and the UK General Data Protection Regulation (UK GDPR). Core Aid Training does not sell personal data to third parties.

Your individual rights under UK GDPR include the:

- **Right to be informed** of how Core Aid Training uses and processes your personal data.
- **Right of access** to any personal data that we retain about you.
- **Right to rectification** of any personal data we hold that you believe to be inaccurate.
- **Right to erasure** where there is no legal justification or legitimate business interest allowing us to retain your personal data.
- **Right to restrict processing** of your personal data where, for example, you believe it to be inaccurate or we have no lawful basis to retain it. You may request restriction rather than erasure.
- **Right to data portability** should you wish to move, copy, or transfer your personal data from Core Aid Training to another organisation.

- **Right to object** where personal data is processed on the basis of legitimate interest, direct marketing, or research and statistical analysis.
- **Rights related to automated decision-making and profiling**, including the right to obtain human intervention, express your views on automated decisions, and challenge outcomes.
- **Right to withdraw consent** for Core Aid Training to hold your personal data at any time.
- **Right to lodge a complaint** with the Information Commissioner's Office (ICO) — the UK's independent authority for information rights — if you are dissatisfied with how we have managed your personal data.

Where you have provided appropriate consent, Core Aid Training will capture, process, and retain your personal data for the purposes of managing course bookings and future marketing communications.

There is no statutory requirement for you to consent to Core Aid Training capturing, processing, or retaining your personal data. However, if you choose not to provide consent, we may be unable to accept your course booking and associated payment.

By purchasing a course place, you confirm that you give Core Aid Training permission to capture, process, and retain your personal data in line with the UK Data Protection Act and UK GDPR for the purposes outlined in these Terms & Conditions.

8. Governing Law

These Terms & Conditions are governed by and construed in accordance with the laws of England and Wales. Any disputes arising under or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.