

Welfare Way Ltd – Terms and Conditions

Information about us

We are Welfare Way Limited, a company registered in England and Wales under company number 14654119 whose registered office is at 32 Whippingham Road, Brighton, East Sussex BN2 3PG. We maintain professional liability insurance.

What we do

We provide specialist advice and training on all aspects of safeguarding via face-to-face and on-line courses, or via our consultancy service.

Our courses

You can book our courses via our website (www.welfareway.co.uk) or contact us directly for bookings and general enquiries contact@welfareway.co.uk.

Our courses are delivered either face-to-face at an agreed location or online via Zoom. All courses are delivered by a safeguarding specialist. All courses must be paid for in full no later than 5 working days before the start date of the course commencing unless prior written permission has been given to alter these payment terms.

We only supply Courses for internal use by you or others within your business or organisation, and you agree not to use them or permit them to be used for any resale purposes or provide them to third parties.

The copyright and all other intellectual property rights in our courses, the content of them and associated materials is owned solely by us and you may not copy or reproduce any part of them unless you have received permission in writing from us.

We are confident that our training is of the highest possible quality. Once booked and paid for if, for any reason, you wish to cancel your course, you will be refunded in full up to 5 days prior to the course date. If you wish to cancel within 5 days of the course date, a charge of £50 will be deducted to cover the cost of materials and manuals associated with the course.

Some courses require a minimum number of attendees (MHFA and ASIST). In the event that this minimum has not been achieved we will arrange for the all registered attendees to attend the next available course. If this is not possible then a full refund will be issued.

This policy does not affect your statutory rights.

Our consultancy service

We provided specialist consultancy to education establishments and the community sector. This consultancy service may be delivered either face-to-face and online, or both, however this will be agreed prior to the consultancy commencing.

The price of our consultancy services will be agreed prior to the contract commencing and must be paid within 14 days of the delivery of the services unless otherwise agreed in writing.

Any agreed consultancy may be cancelled up to 5 days prior to commencement of its delivery. Any consultancy that has commenced but is cancelled before completion of the agreed contract will be charged at a rate of £750 for each actual day that has been completed.

Complaints Procedure

If you are not happy with any aspect of our service, please make your dissatisfaction known. You can do this by speaking or emailing directly to our office staff.

You will receive email or written acknowledgement of receipt within 5 working days along with details as to how the complaint will be dealt with. Within a further 30 days you will receive resolution or details of progress so far. If you are still unhappy you will be given details of who to approach for a review of the matter.