

# Training Course Terms and Conditions

## Applications

A place on your chosen course will be confirmed once a course application form and payment have been received. Allocation of places is subject to availability and on a first come first served basis.

If you wish to pay by invoice please provide an invoice address and purchase order, contact name and telephone number.

Where possible all bookings should be made with Live Active Leisure no later than 14 days before the course start date. Late applications may be accepted subject to availability.

## Payment Information

Methods of payment accepted are as follows:

- Cheque (payable to Live Active Leisure Ltd)
- Cash in Person at Caledonia House
- Credit Card (not American Express)
- Debit Card
- Invoice Request (requires purchase order)

## Cancellation Policy

A full refund will be issued if at least 7 days notice is given by the candidate to the Training Officer at Live Active Leisure. Refunds will be credited by cheque to the payee. Cancellation within 7 days of the course start date will result in no refund being offered. There may be the option to transfer your place and payments to an alternate course, subject to availability.

Should you decide to withdraw during the course a refund will not be given.

## Confirmation

You will receive confirmation of your booking on receipt of a completed application form and payment of relevant course fees. The confirmation email/letter will outline the course details including dates, times, venue and any relevant course information.

Live Active Leisure reserves the right to change, alter or cancel any of the details. If this is necessary notification will be given. A full refund will be issued and no penalties made should the new arrangements not be suitable. You will be given the option to transfer to another course subject to availability.

## Attendance

Candidates must attend all scheduled sessions for any course they attend. Failure to attend all sessions will result in the candidate not being presented for assessment (where applicable). In exceptional circumstances extra sessions may be put on, however this will be at the discretion and availability of the Trainer delivering the course. Should candidates fail to attend these extra sessions they will again be denied the opportunity to be assessed.

Candidates may incur a cost for additional sessions.

## Assessment (where applicable)

If you are unsuccessful during an assessment you will be required to re-sit the relevant components of that assessment. Reassessment is arranged between the Candidate and the Trainer. The Training Officer will be notified of any reassessment. Live Active Leisure permits one re-sit of an assessment at no extra charge. Further assessments will incur a charge which will be indicated in the confirmation letter sent to the candidate. It is the candidates' responsibility to attend the assessment at the stated date, time and venue. Failure to attend an assessment without prior notice will result in the candidate being responsible for the cost of the reassessment fee. This may in some cases result in a candidate not being eligible to be reassessed at all.

## Certification

Live Active Leisure will endeavour to issue certificates within one month of the completion date of the course. Many courses however are certified by external agencies and national governing bodies, the timescales on these certificates being issued are not the responsibility of Live Active Leisure. Candidates will be informed who is responsible for certification on each course.

By signing your application form you are confirming that you have read and understood these Terms and Conditions. You are also accepting that the information provided on the booking form will be stored in accordance with the Data Protection Act 1998.

## Important

Our courses are delivered in working leisure centres. Facility staff, visitors and other course members including trainers and assessors should be treated with respect. Verbal or physical abuse will not be tolerated. Candidates may be asked to leave the course at any time for breach of discipline, or for bringing Live Active Leisure's name in to disrepute through their behaviour or actions. In these instances course fees will not be refunded.

## Contact

All correspondence regarding these terms and conditions should be directed to The Training Officer, Live Active Leisure, Caledonia House, Hay Street, Perth, PH1 5HS. Tel: 01738 454614

[training@liveactive.co.uk](mailto:training@liveactive.co.uk)

