

Course Booking Terms and Conditions



Able2achieve Ltd shall provide training services in accordance with the following terms and conditions

Bookings and Payments - All bookings will only be accepted via a able2achieve Course Booking Form and are subject to availability, bookings can only be considered confirmed when you are in receipt of our Booking Confirmation.

Cancellations - Changes to delegate names are accepted up to and including the date of training. Delegates who do not attend will still be charged. Please see table below

Number of working days' notice	% of course fee payable
10 to 21 working days	50%
6 to 10 working days	80%
0 to 5 working days	100%
Did Not Attend	100%

If it is necessary for able2achieve to cancel or reschedule a course, as far as is practicable, at least five days working notice shall be given. In such circumstances alternative dates will be given, or where necessary a refund will be given. Latecomers will not be permitted to undertake the training within 20 minutes of the start-time, however they will still be charged 100% of the fee.

Delegate Behaviour - able2achieve training facility is surrounded by service users, staff and other professionals and therefore we respectfully ask that all delegates behave in a professional manner. We reserve the right to exclude delegates, without a refund of fees, at any time if they cause significant disruption. Inappropriate behaviour will be reported to the Booking Contact (detailed on the Booking Form) and if applicable the delegate's organisation.

COVID-19 - If any delegates are showing symptoms of, or tested positive for COVID-19 then they should not attend the training, this could put others at risk. The delegate must inform the course organiser as soon as possible and every effort will be made to re-schedule their attendance or the training if applicable.

Parking - there is limited parking available around able2achieve's training facility however arrangements can be made for blue badge holders. The nearest long stay car park is at Huish on the opposite side of the A30 BA20 1AA and approximately 10 minutes' walk.

Smoking - smoking is not permitted within the building, this includes the use of e-cigarettes. We ask that delegates please use the designated smoking areas.

Data Protection - able2achieve Ltd will only use Personal Data for the purpose of carrying out its obligations in accordance with the Data Protection Act 2018 and that it will ensure that all reasonable and appropriate security measures are in place to protect Personal Data.

Copyright - The materials featured within each course delivered under the able2achieve brand (including any online material and course books) are copyright protected material of able2achieve Ltd unless otherwise indicated. Requests to use any material of able2achieve Ltd should be addressed to: able2achieve Ltd, 23-25 Princes Street, Yeovil, Somerset, BA20 1EN or email us using Training@able2achieve.org.uk

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To enable personal achievement and progression by developing essential skills and self-confidence through learning, living and working.