

## Terms and Conditions

### SETA promises to:

- provide Learners with high quality training
- provide a safe and secure training environment
- be polite and courteous at all times
- deal with any complaints promptly and fairly

### SETA expects Learners to:

- abide by SETA's Health & Safety policy
- only smoke in designated areas
- park with due regard to others
- treat colleagues, staff, visitors and other learners with courtesy and respect

If you are unhappy with any decision taken about the course of training undertaken, first discuss the matter with your course tutor. If the matter is still unresolved, please ask to speak with the Quality & Compliance Manager, who will record your grievance and investigate the matter at [phurlstone@seta-training.co.uk](mailto:phurlstone@seta-training.co.uk) or on (023) 8087 8307

**Copies of SETA's Policies and Procedures are available to view upon request.**

## Course bookings

### • Registration

Provisional bookings may be made by phone, fax or e-mail and held for seven days pending receipt of the booking form. Joining Instructions (subject to requirement), will be sent approximately ten days before the course start date.

### • Reservation

SETA can only guarantee to hold a reservation on a course when it has been confirmed by post, fax or e-mail.

### • Fees

All fees are current at the time of going to print. However, SETA reserves the right to change them. All course fees are subject to VAT. For bespoke or on-site courses, please contact our admin team on (023) 8077 1908 for information. Courses certificated and regulated by an Awarding Body may incur additional registration, certification or completion fees.

### • Payment Details

Payment can be made by credit card, cheque or BACS. Invoices will be sent on receipt of the booking form. Where a Purchase Order number is required for invoice processing, please ensure that the number is quoted on the booking form. Where a satisfactory credit history has been established, payment terms are thirty days net from the end of the month in which the invoice is raised. Payment is due in advance in all other cases.

### • Cancellation

Cancellations may be made initially by telephone, but must be confirmed in writing. No refund will be given where an Awarding Body registration charge has been made. The right is reserved to charge the full fee if less than seven days' notice of cancellation is given, or half the fee if eight to fourteen days' notice is received. Substitute delegates may be accepted with prior notice on non-certificated courses. On courses certificated and regulated by an Awarding Body, substitution is subject to Awarding Body registration criteria.

### • Change of Terms

SETA reserves the right, for reasons of staff absence or other causes beyond SETA's control, to cancel the course, whereupon the customer will be offered another mutually convenient date or a refund. However, SETA will not be liable for any loss or expense to the client arising out of such cancellation. SETA reserves the right to change the venue, course content and/or tutor without prior notice.

### • Health Declaration

It is the responsibility of the client to ensure that all participants attending any programme have no medical condition which precludes them from taking part.

### • Equipment Insurance and Accreditation

Where equipment and/or visual aids are provided by SETA for an on-site event, it is the responsibility of the client to ensure adequate security measures are taken and that for all risks, adequate insurance cover is provided. SETA will provide adequate 'All Risks' insurance whilst equipment and/or visual aids are in transit to and from the client.

### • DATA Protection

All DATA supplied to and held by SETA is subject to our Privacy Policy and in line with the latest General DATA Protection Regulation (GDPR) which is made available upon request. All clients will be issued SETA's Privacy Notice.

### • Special Conditions

Every effort is made to give satisfaction to the client by ensuring reasonable standards of skills and reliability from SETA's staff and to provide them in accordance with booking details. SETA will however, accept no liability for any loss, expense, damage or delay arising from failure to provide any particular staff for all or any part of the period of the booking or from negligence or lack of skill of the staff provided. In addition, SETA accepts no liability in respect of any claims or demands by staff, the client or any other person or body howsoever arising.

### • Copyright

The material in all courses remains the copyright of SETA and/or Awarding Bodies. The material should not be sold or passed onto other organisations.

PLEASE ASK IF YOU NEED A COPY OF THESE TERMS AND CONDITIONS IN A LARGER FORMAT

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Registered in England no: 971293

VAT Reg. No: 330 0339 13

Charity Commission Reg. No: 307299

