

Mainstream Training Limited of Mainstream House, Bonham Drive, Sittingbourne, Kent, ME10 3RY

Terms and conditions for booking training courses

If you are reading these T&Cs as a hard copy please make sure that they are up to date by referring to www.mainstreamgroup.co.uk/uploads/files/pdf/terms-and-conditions-for-training-courses.pdf. The terms and conditions prevailing at the time of your booking and as published on our website, supersede and replace any hard-copy versions.

How to book

You can book online at recruitandtrain.com or by email to enquiries@recruitandtrain.com or by calling 01795 418100.

Booking confirmation

Once we have processed your booking, we will send you a confirmation email and an invoice. Your place is guaranteed only when your deposit has been received and you have received a booking confirmation. If you do not receive a booking confirmation please call us.

Joining instructions

Joining instructions which will usually include an outline of the course, venue details, map and details of local hotels and will be issued approximately two to four weeks prior to the course. If you have not received your joining instructions three days prior to the training course, please call 01795 418100. Mainstream Training will not be held responsible for non-receipt of joining instructions and refunds will not be issued under such circumstances.

Payment

We require a non-refundable deposit, which will usually be 10% of the vat inclusive course fee including any relevant exam fees. For example if the vat inclusive course fee is £200 and there is an exam fee of £50 then the deposit will be £25. You will be advised of the exact amount of the deposit at time of booking and the deposit must be paid in full at the time of booking to secure your place. We require payment of the balance of the vat inclusive course fee plus any exam fee on or before the first day of training.

Payment can be made by BACS to:
Mainstream Training Ltd
Barclays PLC
Sort Code 20-54-25
Account number 40948632

We also accept debit and credit card payments, cash or cheque. Cheques must be made payable to Mainstream Training Limited and must arrive with us at least 10 days prior to the start of your course. Please quote invoice number in any correspondence.

Prices

All Mainstream Training courses published on our website and sale literature are subject to VAT at the current standard rate. Course fees include tuition on the day/days and relevant course materials, some courses also include lunch and/or refreshment and if applicable this will be clearly stated in our sales literature. If you are required to provide any equipment then this will be detailed in the course confirmation.

Prices are quoted on our website; we do try to keep our website up to date however it is always possible that some of the prices on the website may be incorrect. Prices will be confirmed at the point of booking. No contract will be entered into until we have confirmed the price and it has been accepted. Prices will not change after the point of booking (except exam fees) once a deposit payment has been received. Where exam or awarding body registration fees, which are outside of our control, change after booking then any increase will be passed on to you and must be paid before the course commences, if you decide to cancel the course because of an increased exam/registration fee, no refund of deposits paid will be given.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

You are legally entitled to request details of the personal information which we hold about you, under the UK's Data Protection Act 1998.

Cancelling your place

If you notify Mainstream Training Ltd in writing (via email or letter) up to 14 days before the start date of a course, and where we issue you with a written (usually by email) confirmation of cancellation, then you will receive a full refund less your deposit. It is your responsibility to make sure that you receive a confirmation of

cancellation from us. Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have a right to cancel within 14 days of entering into a contract with us and receive a full refund. If you wish to start the course within this cancellation period, you will need to provide us with written confirmation that you wish to waive your rights to a full refund. If you withdraw for whatever reason within the 14 days of the start date then the full fee will remain payable.

Non-attendance

If you fail to attend the course on which you are booked without giving at least 14 days prior notice to Mainstream Training Limited, we will be unable to refund the course fees or offer a transfer.

Guided learning Hours

You must ensure that you attend every hour of the course on which you are booked. Our course content is designed to meet the criteria set out by the relevant awarding bodies. Failure to attend all the guided learning hours could result in you not gaining the relevant qualification.

Warranties

Mainstream Training Ltd warrant that the services provided under these terms will be provided with reasonable skill and care.

You warrant and represent to us that:

- (a) you are legally capable of entering into binding contracts, and you have full authority, power and capacity to agree to these booking terms;
- (b) the information provided in or in connection with your booking request is accurate and complete;
- (c) you will be able to attend the Mainstream Training Ltd course at the time and in the place advertised;
- (d) you meet the pre-requisites and qualification criteria for attending the Mainstream Training Course
- (e) you are resident of the European Union.

Guarantees

Mainstream Training Ltd will not guarantee any customer will pass any test, examination or competence certificate. If during the test, examination or competency demonstration you do not meet the standards required by the governing body applicable to that skill, Mainstream Training Ltd cannot be held responsible.

Cancellation by Mainstream Training Ltd

Where circumstances dictate, Mainstream Training Ltd reserves the right to alter published programs, trainers, fees or venues without prior notice. In the event of a course being cancelled, a refund of the course fee will be made but no compensation will be paid for any additional costs incurred.

Venues.

Details of the specific venue will be sent in the joining instructions for all training courses.

Dress code

There is no dress code; however, Safety shoes and long legged trousers/jeans or leggings should be worn. Due to variable temperatures of our training facilities layers are advised.

Language

The only language used by Mainstream Training Ltd is English. If you require your course literature to be translated then please discuss this at the point on booking the course or email enquiries@recruitandtrain.com at least 28 days prior to the start of the course. Mainstream Training Ltd reserves the right to charge a fee for translation services.

Complaints procedure

In the unlikely event that you wish to complain about any aspect of our service then our complaints procedure can be found at www.mainstreamgroup.co.uk/uploads/files/pdf/mainstream-training-complaint-flowchart.pdf

Law applicable

These booking terms will be governed by and construed in accordance with English law, and the courts of England and Wales will have exclusive jurisdiction to adjudicate any dispute arising under or in relation to these online booking terms