



PRO PERFORMANCE TRAINING LTD **TERMS AND CONDITIONS**

Overview

This is a service level agreement between:

Pro Performance Training Ltd. and The course student / applicant

This agreement concerns the provision of courses delivered by Pro Performance Training Ltd. and the Course Student/Applicant only.

Enrollment and Attendance

1. All information provided by Pro Performance Training Ltd. is given in good faith and Pro Performance Training Ltd. will not be held responsible for actions taken by the applicant, student or any other individual or organisation as a result of the information provided during any training course.
2. Pro Performance Training Ltd. reserves the right to refuse an application or give notice to a course applicant or student to leave a course without any refund of fees.
3. An application is not complete until Pro Performance Training Ltd. has confirmed that a place is available and the deposit or full payment has been received.
4. Pro Performance Training Ltd. reserves the right to cancel or modify any training advertised within its programme of courses. In the event of a cancellation where an alternative cannot be provided, payment received in respect of that course will be refunded (**Please refer to our Payments & Refunds information**).
5. All course content is subject to change in accordance with directives implemented by our accrediting body for the courses we offer (VTCT). Pro Performance Training Ltd. will ensure where best to provide our students as much notice as possible following any advance notification from VTCT.
6. All course applicants must be physically able to perform the skills required in each of



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the practical based courses, have good communication skills and be at least 18 years of age at the time the practical teaching for that course commences.

7. Pro Performance Training Ltd. will make every effort to accommodate and apply 'Reasonable Adjustments' that have been notified to them upon application (**Please refer to our 1.0 Reasonable Adjustment and Special Consideration Policy**)
8. You must attend ALL the practical training for the course you have enrolled upon, and in the chronological order scheduled. Reasonable adjustments will be made for illness on an individual basis and approved only with Pro Performance Training Ltd.

Payments and Refunds

1. All full course fee payment options and available discounts may be found on each course webpage.
2. Payment of the specified course deposit secures a place on your selected course and the scheduled dates pertaining to that course only.
3. The amount specified for any course upon enrolment will not be altered for the duration of the course.
4. The fee paid is non-refundable unless a place on the course you have chosen is not available, whereupon we will contact you directly and offer one of the following options:
 - 2.1 A place on another course,
 - OR
 - 2.2 Provide a full refund of all fees paid to date
5. All major credit and debit cards are accepted and payment may be made online by credit or debit card using the online payment system.

4.1 If payment is made using a credit/debit card not in the Course Applicant's/Course Student's name then permission must be sought from the card holder and by making such payment on-line you are confirming that permission has been sought and obtained.

4.2 Payments may also be paid via cheque, direct debit or bank transfer. Any bank charges in the formats outlined here are accrued by the payer.

4.3 Any inaccurate details provided will deem any payment attempts void. Pro Performance Training Ltd does not accept any liability for costs incurred by applications or payment that are deemed void in this matter.



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6. Finance options are available and must be agreed by pro Performance Training Ltd. and the course applicant/student in advance of enrollment.
7. For any course, deposits are non-refundable.
8. From 28 days onwards before the start of the practical training for your course*, the course applicant/student will become liable for the total fee for the course they have enrolled upon whether they attend the remainder of the practical training or not.
**Unless a payment plan or finance agreement is in place (see 5.0).*
9. Pro Performance Training Ltd. will acknowledge receipt of applications for refunds. If you do not receive this, please contact us by phone.
10. We reserve the right to charge interest and administration fees in relation to any overdue payments, or changes requested to the course you enrolled upon.

Examinations and Assessments

1. All first attempt Examination & Assignment fees are included in our course fees, which must be settled prior to the release of any results.
2. When attending any practical training, you must take all exams and assessments at the scheduled times on your course. Fees for these assessments are included in your course fees.
3. All scheduled courses and included examinations and assessments within those courses are provided either on the website OR bespoke to the applicant group for group bookings.

Course Guides / Course Information

1. All students will be provided with course guides, supplementary material to support learning and pre-post course reading where applicable when fully enrolled on a course.