

Terms and Conditions – Short Training Courses

1. Definitions

1.1 “Delegate”: The individual purchasing and/or attending the Course.

1.2 “Course”: Any short training Course, workshop, or programme.

2. Booking, Payment and Acceptance of Terms

2.1 All Course bookings must be completed via The Skills and Business Hub’s website.

2.2 By proceeding to payment, Delegates are required to:

- confirm they have read, understood, and accepted these Terms and Conditions.
- agree to be legally bound by them.

2.3 Bookings will only be confirmed by email with an invite link once:

- full payment has been successfully made via the website, and

2.4 All Course fees must be paid in full at the time of booking. No places will be reserved without payment.

2.5 It is the Delegate’s responsibility to ensure that all booking details provided are accurate at the time of purchase.

2.6 Bookings are non-transferable between individuals unless agreed in writing by The Skills and Business Hub.

3. Pricing

3.1 All prices are displayed in GBP (£) and are inclusive of VAT unless otherwise stated.

3.2 All Course fees are charged per Delegate (per person attending). Each individual attending a Course must have their own booking and a separate Course fee must be paid for each Delegate.

3.3 Prices are subject to change at any time; however, the price paid at the time of booking will be honoured.

3.4 Any discounts or funded places offered via the website are subject to eligibility criteria and verification where required. The Skills and Business Hub reserve the right to withdraw discounts if eligibility is not met.

4. Delegate Cancellations, Transfers and Refunds

4.1 Delegates retain the legal right to cancel any booking within 14 days of purchase. If the Course starts within 14 days of the booking the cost of the Course already delivered will be deducted from the refund.

4.2 Delegates may also cancel receiving a full refund 35 calendar days before the Course start date.

5. The Skills and Business Hub Cancellation or Changes

5.1 The Skills and Business Hub reserve the right to:

- cancel, reschedule, or change Course dates.
- change trainers, venues, or delivery format (e.g. from in-person to online) where necessary.

5.2 Where a Course is cancelled by The Skills and Business Hub, Delegates will be offered:

- a full refund, or
- a transfer to an alternative Course date.

5.3 The Skills and Business Hub accept no liability for additional costs incurred (e.g. travel, accommodation, loss of income).

6. Course Delivery

6.1 Courses will be delivered substantially as described on the website; however, minor updates to content may occur to reflect best practice or learner needs.

6.2 For online Courses, Delegates are responsible for:

- having suitable equipment, software, and internet access.
- accessing any required platforms using details provided before the Course.

7. Attendance and Conduct

7.1 Delegates are expected to:

- attend sessions punctually.
- engage respectfully with trainers and other Delegates.

7.2 The Skills and Business Hub reserve the right to remove any Delegate whose behaviour is deemed inappropriate, disruptive, or unsafe.

7.3 No refunds will be issued in such circumstances.

8. Certification

8.1 Certificates of completion (where applicable) will be issued only where Delegates meet the required attendance and participation criteria.

8.2 Some Courses may require completion of assessments to receive certification.

9. Intellectual Property

9.1 All intellectual property rights in any Course content, materials, resources, and documentation provided to the Delegate in attending the Course remains the property of the trainer.

9.2 Unless otherwise agreed in writing, the materials must not be:

- copied, reproduced, or modified.
- distributed, shared, or made available to third parties; or
- used for any commercial purpose outside the scope of this Agreement.

10. Data Protection

10.1 Personal data will be collected and processed in accordance with UK GDPR and the Skills and Business Hub's Privacy Policy.

10.2 Where Courses are funded or subsidised, Delegate information may be shared with funders or partners for monitoring and reporting purposes.

11. Liability

11.1 The Skills and Business Hub will take reasonable care in delivering Courses but does not guarantee specific outcomes or results.

11.2 To the fullest extent permitted by law, The Skills and Business Hub shall not be liable for:

- indirect or consequential loss.
- loss of business, profit, or opportunity.

11.3 The Skills and Business Hub's total liability shall not exceed the Course fee paid.

12. Health and Safety

12.1 Delegates attending in-person Courses must comply with all venue health and safety requirements.

12.2 Any specific requirements, medical conditions, or access needs should be disclosed at the time of booking where possible.

13. Force Majeure

13.1 The Skills and Business Hub shall not be held liable for any delay or failure to deliver Courses due to circumstances beyond its reasonable control, including but not limited to severe weather, public health emergencies, industrial action, or technical outages.

14. Complaints

14.1 Complaints must be submitted in writing within 14 days of the Course.

14.2 The Skills and Business Hub will investigate and respond within a reasonable timeframe.

15. **Governing Law**

15.1 These Terms and Conditions are governed by the laws of England and Wales.

16. **Contact**

16.1 For any queries relating to these Terms and Conditions, please contact training@theskillsandbusinesshub.org or 0118 209 0209.