

TERMS & CONDITIONS

PREAMBLE

These terms and conditions will not be varied for individual students.

1. DEFINITIONS

1.1 Any reference to “him”, or “he”, or “his” within these Terms & Conditions or within any course related material should be taken to include reference to either “him” or “her” or “he” or “she” or “hers”.

1.2 “Specified Course” refers to any course, details of which are published on Surrey Counselling Training website and / or any Continuing Professional Development (CPD) workshop which is publicised by way of email to any individual who has subscribed to Surrey Counselling Training mailing list.

1.3 “Published course information” shall be construed to mean details of all and every course listed in the public domain either on Surrey Counselling Training website or by way of leaflet, information brochure and / or any other similar document made available to former / current Continuing Professional Development (CPD) Workshop delegate or current / former student.

1.4 “Student” / “Students” / “Workshop delegate” / “Workshop delegates” refers to anyone who wishes to study with Surrey Counselling Training on any course listed in the public domain either on Surrey Counselling Training website or by way of leaflet, information brochure and / or any other similar document.

2. INTRODUCTION

2.1 Surrey Counselling Training provides teaching services and enrolls students / workshop delegates upon the following terms and conditions.

3. DUTIES

3.1 In consideration of a student / workshop delegate paying the full published fee for his specified course (published at the time of enrolment) Surrey Counselling Training shall provide to the student / workshop delegate teaching support specified in his Enrolment documentation subject to the following terms and conditions.

4. CHARGES, PAYMENTS & REFUNDS

4.1 Surrey Counselling Training accepts payment by cheque only.

4.2 Currently Course Fees do not attract VAT. Should legislation change any VAT payable shall be paid by the student / workshop delegate.

4.3 Surrey Counselling Training shall be entitled to charge interest in respect of late payment of any sum due under this the student workshop delegate enrolment agreement, which shall accrue from the date when payment becomes due from day to day until the

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date of payment at a rate of 7% per annum above the base rate of the Bank of England from time to time in force.

4.4 Surrey Counselling Training does not provide credit facilities.

4.5 All Surrey Counselling Training published course information will indicate dates by which a deposit for the specified course will need to be paid in full. In the event that the specified course fails to run then any such deposit will be refunded in full.

4.6 All Surrey Counselling Training published course information will indicate a final date by which the full payment for the specified course will need to be made. Students / Workshop Delegates are personally responsible for payment of the full fee applicable to any specified course which is payable in full upon enrolment and is not refundable in any circumstances save that the course fails to run in which case a full refund will be made, subject to the conditions of 4.5 above.

4.7. Surrey Counselling Training is not liable for any additional costs a student / workshop delegate may incur as a result of following a specified course.

4.8 In the event that a student leaves a specified course before completion of the specified course Surrey Counselling Training reserves the right to retain the full course fee and pro rata refunds will not be made.

5. COMPLAINTS

5.1 Surrey Counselling Training is committed to providing high quality services and continuous improvement. Comments, concerns, complaints and compliments are an important and valuable source of information enabling us to improve our service to you.

5.2 A complaints procedure will be available from your tutor. The procedure is made available during induction to inform students /workshop delegates of what to do if wishing to make a complaint.

6. DATA PROTECTION ACT 1998

6.1 Information provided to Surrey Counselling Training will be kept secure and confidential within the requirements of the Data Protection Act 1998

At no time will student /workshop delegate personal information be passed to organisations for marketing or sales purposes.

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7. DISCLAIMER

7.1 Every care will be taken to ensure that published information relating to our courses is accurate at the time of publishing.

7.2 Surrey Counselling Training undertakes to take all reasonable steps to provide educational services in the manner set out in our published course information documents and in any further documents issued to students / workshop delegates when registering to study with Surrey Counselling Training

7.3 Programmes, published course information, facilities and other arrangements are regularly reviewed and are naturally subject to change from time to time. Accordingly, Surrey Counselling Training reserves the right to cancel, delay, suspend or modify in any way the programmes, published course information, services and facilities set out in our course information documents and other documentation.

7.4 The fees and financial information in the published course information documents are correct at the time of their publication but may be subject to change – students / workshop delegates are advised to check Surrey Counselling Training website prior to enrolment.

7.5 All student / workshop delegate acceptances are provisional in the first instance. Surrey Counselling Training does not intend by issue of the published course information documents to create any contractual or other legal relation with applicants, accepted students, advisers or any other person.

7.6 Registration with Surrey Counselling Training is on the understanding that Surrey Counselling Training cannot accept responsibility for the consequences of any errors or omissions. Surrey Counselling Training reserves the right to cancel, suspend, modify or change programmes, published course information, facilities, services or venues in any way and cannot accept legal or financial liability arising as a result. Facilities, terms and conditions may vary where courses are offered in partnership or association with other organisations. You are strongly recommended to check details with the relevant organisation before enrolling.

8. INSURANCE

8.1 Surrey Counselling Training cannot accept responsibility for loss or damage to possessions and property. Students should have insurance cover for belongings left on any premises or venues used by Surrey Counselling Training.

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9. JURISDICTION

9.1 These terms and conditions shall be governed by and construed in accordance with the law of England and the parties hereby submit to the exclusive jurisdiction of the English courts.

10. LIMITATION OF LIABILITY

10.1 The entire liability of Surrey Counselling Training to students / workshop delegates in respect of any claim whatsoever, whether or not arising out of negligence, shall be limited to the full published fee paid by the student for tuition fees in respect the specified course for which the breach has arisen.

10.2 In no event shall Surrey Counselling Training be liable to students / workshop delegates for any loss of opportunity or loss of profits or for any other indirect or consequential loss or damage whatsoever. This shall apply even where such a loss was reasonably foreseeable or Surrey Counselling Training had been made aware of the possibility of the student / workshop delegate incurring such a loss.

11. PRIVACY

11.1 To protect student privacy Surrey Counselling Training will not distribute student / workshop delegate details to third parties, unless required to do so by law.

12. SMOKING, DRUGS AND ALCOHOL

12.1 Surrey Counselling Training venues, buildings and entrances are smoke free zones. Surrey Counselling Training has a 'zero tolerance' approach to drug, substance and alcohol misuse, reserving the right to suspend any student / workshop delegate found to be in possession of or supplying illegal drugs.

13. SURREY COUNSELLING TRAINING POLICIES

13.1 The following are a selection of documents available on request:

- Academic Appeals Policy
- Access to Assessment Policy
- Admissions Policy
- Assessment Strategy
- Disciplinary Policy and Procedures
- Equality and Diversity Policy
- Health and Safety Policy
- Internal Verification Policy
- Submission of Work for Assessment Policy

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14. USE OF WEBSITE

14.1 Surrey Counselling Training website may be used for lawful purposes only and students / workshop delegates may not submit, publish or display any content that breaches any law, statute or regulation. Students / workshop delegates should not obtain or attempt to obtain access, through whatever means, to areas of Surrey Counselling Training's network or any Services which are identified as restricted or confidential.

End of Document

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