

Training Terms and Conditions



Booking Information for Scheduled Training

1. One booking equals one participant attending (whether in person or online)
2. Only one participant per device (e.g. laptop) for online training unless otherwise agreed with PATA (UK) prior to the training commencing.
3. Cameras must be on at all times (for online training) unless otherwise agreed with PATA (UK) prior to the training commencing or if the tutor requests for cameras to be turned off during the training.

Failure to adhere to the above points could result in the participant being asked to leave (in person training) or removed (from online training).

Booking Information for Bespoke Training

1. Cameras must be on at all times (for online training) unless otherwise agreed with PATA (UK) prior to the training commencing or if the tutor requests for cameras to be turned off during training.
2. Only the agreed number of participants may attend the training (in person or online). Any increase in the number of participants attending must be agreed with PATA (UK) prior to the training commencing. Additional attendees may incur an additional fee.

Participant Fees

1. Participants are expected to accept responsibility for paying their fees or provide clear evidence that their fees will be paid by a sponsor.
2. If it is unclear who is to pay the fees, PATA (UK) assumes it is the participant and invoices the named participant at the address given on the booking form.
3. For invoiced bookings, payment must be made within seven days of the date on the invoice.
4. If no payment is received within seven days of the date of an invoice, a reminder will be issued, unless otherwise agreed with the Training Co-ordinator.
5. If no payment is received within three days of the date of a reminder, the training place will be cancelled and the participant or sponsor notified, unless other agreed with the Training Co-ordinator.
6. For bookings made within seven days of the start of the course, payment must be made at the time of booking or within 24 hours of booking, unless otherwise agreed with the Training Co-ordinator.
7. To be eligible for training at PATA (UK) member rates, the setting associated with the participant must be a current PATA (UK) member, with an active subscription, at the time of booking and at the date of the training event. PATA (UK) reserves the right to charge the full rate for the training event if PATA (UK) membership has passed renewal date or lapsed.
8. No Certificates of Attendance are issued until full payment and post-course feedback has been received.

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Changing Named Participant

1. Participant details may be changed up to one working day prior to the course without incurring a fee.
2. Changes made within one working day at the start of the course, or not advised prior to the start of the course, may incur a £10 fee to cover additional administration costs.

PATA (UK) Cancellation of Training

1. PATA (UK) reserves the right to cancel any course with insufficient numbers and gives five working days' notice where possible. An alternative date or course or a full refund will be offered.
2. If PATA (UK) must cancel due to circumstances beyond their control, and are unable to give five working days' notice, then an alternative date or course or a full refund will be offered.

Training Credits

1. In some instances, a training credit may be issued for cancelled or postponed learning.
2. A training credit will be valid for 6 months from the date of the original training and may be used against future training. This is confirmed by email noticed in the accounts.

Participant Cancellation of Training

1. Cancellations may be made by telephone but must be confirmed in writing/email by the participant or sponsor.
2. PATA (UK)'s general refund policy for cancellations is as follows;
 - i. At least 15 working days before the start date: 100% refund.
 - ii. At least 10 working days before the start date: 50% refund.
 - iii. Less than 10 working days of the start date or non-attendance without notification: 0% refund.
3. For some courses e.g. where demand is high or course cancellations costs are high, PATA (UK)'s normal refund/credit policy does not apply, but participants may change the name of the attendee up to one working day before the course starts.
4. For bespoke courses, training dates are only confirmed once payment is received. No refunds will be made for cancellation by the setting, and costs may be incurred for alterations. Individual terms will be arranged in each case.
5. If the normal refund/credit policy does not apply, this will be made clear in the publicity and registration information for the course.

Participant Non-Attendance at Training

1. No refunds will be made to participants who fail to attend a course without cancelling in advance. Depending on the circumstances, the Training Co-ordinator may offer a discount on future bookings, or a place on another course.
2. Participant non-attendance where the participant has arranged with the Training Co-ordinator to pay on arrival at the course will be liable for the full invoice charge, and this will be pursued.
3. Non-attendance or cancellation of free or funded courses may incur a 'no show' charge, to be decided by the Training Co-ordinator, to cover administration costs.