



Signworld

## Signworld Terms and Conditions

Please read these terms and conditions regarding training provided by **Signworld**

### Definition

In these terms and conditions **Signworld** will be referred to as “we”, “our” and “us”.

### Invoices

Invoices for instalments will be issued on the first working day of the month, or at least within a few days of this date. Invoices are to be paid within 30 days of the invoice date. If you are unable to make your payment within 30 days, please inform the course administrator at your earliest convenience.

### Reimbursements

**Signworld** reserves the right to cancel, postpone, or reschedule any training courses by giving notice five business days prior to the course start date if the minimum number of applicants have not enrolled. Should this happen, our liability is limited to the return or credit of the registration fee(s).

### Absences

Anyone enrolling for a course will be invoiced for its full duration. No reductions can be made in respect of late arrival, early departure or absence during any part of the course. Any reimbursements for applicants who are unable to attend part, or all of a course because of ill health or under other circumstances, will be entirely at the discretion of **Signworld** and cannot be guaranteed. This does not apply however, to pre-existing conditions.

### Late payments

Late or missed payments will incur a charge of £10 for every missed or late payment.

### Reasonable adjustments

It is the course applicant's responsibility to let us know at the time of the booking, or as early as possible about any special needs, which will affect their access to the course and to training materials. We have a policy of accommodating applicants' needs as much as we reasonably can.

### Photos, videos, recordings and quotes

It is normal practice for photos and/or videos to be taken during a course for publicity purposes, e.g. for use on our own leaflets and website, for learner recordings to be used as website downloads, and for us to use quotes from learner feedback. Any participant preferring not to have photos, videos recordings or quotes used in this way should contact us prior to the course.

### Course Participants

Training is provided for the participants for whom it is intended. We strongly discourage the attendance of observers (for example, representative of funders or staff wishing to develop own training skills) These often have an undermining effect on the course, which is our purpose in being there. Please contact us if you wish to include any observers in a course. You should note that if we believe the presence of observers will be detrimental to the course we may need at that stage to withdraw from our commitments on the basis that the nature of the work we are being asked to provide has been changed and the quality of our work jeopardised.



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### Learner conduct

We have Equality and Diversity Policy and a Learning Agreement, which we expect you to sign and comply with. Learners are expected to respect their Teachers and fellow course learners at all times. Any learner found to be behaving in such a way that causes disruption to a Teacher's class, or the course. Any learner found to be behaving in an inappropriate, disrespectful or threatening manner to Teachers or learners alike may also be asked to leave the course. Teacher/Course Director at an appropriate time such as at the close of the day or, if more urgently, during a break. We will then do our best to resolve the matter.

Any refund arrangements in the case of learner dismissal will be entirely at the discretion of **Signworld** and cannot be guaranteed.

### Complaints

We have a complaints procedure. If you have a complaint, please do try and resolve the matter with your Teacher/Course Director at the earliest possible opportunity without disrupting the class.

### Our policies and procedures

We have the following policies and procedures in place:

- Learning Agreement
- Equality and Diversity
- Complaints
- Malpractice

### Copyright

The training course content and materials (e.g. handouts, videos, etc) remain the copyright of **Signworld** and the corresponding partner. Unauthorised copying or redistribution of the training course materials is prohibited, unless agreed in advance in writing by **Signworld**

### Personal items

Please be wary of bringing valuable items to the course. **Signworld** cannot be held responsible for any loss due to theft or damage.

### Amendment and Waiver

This agreement may not be amended except in writing, signed by both parties. No waiver of any terms of this Agreement occurs unless in writing, signed by the party waiving its rights.

### Force Majeure

**Signworld** shall not be liable or deemed to be in default for any delay or failure in performance under this Agreement, resulting directly or indirectly from acts of God, or any causes beyond the reasonable control of **Signworld**.

Date of policy: 01/07/2019