

IMPORTANT INFORMATION – IN BOOKING A COURSE WITH RINGWAY TRAINING LTD, YOU AND ALL ATTENDEES ON YOUR BOOKING AGREE TO ADHERE TO THE FOLLOWING TERMS AND CONDITIONS FOR ALL OPEN COURSES

## 1. Course Booking

- a) The booking contact email address provided at the time of booking, will be used to confirm your booking confirmation along with any updates as and when necessary. If you have not received confirmation within 7 days of paying the invoice, you must contact Ringway Training Ltd to confirm your course allocation. It is your responsibility to make Ringway Training Ltd aware immediately should any of your contact details change. We recommend regularly checking your emails including spam for any updates.
- b) Log in details for any digital course will be sent via email to the email addresses of the attendees you have provided within 24 hours of your course start time.
- c) The course is provided in the English language only

## 2. Course Fee / Payment

- a) Courses booking requests online must be paid in full to secure places on the course. Once payment has been received you will be sent a confirmation stating the places have been secured.
- b) Course prices may vary and are correct at the time of booking. In the event of any price change, if you have already booked your course then you will not be entitled to request a review of your course fee.

## 3. Course Re-arrangement / Cancellation by us

- a) In the event of Ringway Training Ltd being unable to deliver one of its courses, we will endeavour to give as much notice as possible. Your course will be rescheduled as soon as possible at no extra charge, or a refund given for the amount paid when booking. Ringway Training Ltd shall not be liable or responsible for any direct or indirect financial losses incurred which is as a result of any of its courses being cancelled or delayed.

## 4. Course Cancellations

- a) You have 14 days starting from the day after the you made full payment for the course (the “Cooling Off Period”) to cancel your course and receive a full refund unless you have attended your course, before the expiry of the Cooling off Period.
- b) If you wish to cancel after the Cooling off Period has expired you must do so in writing by emailing [info@ringwaytraining.co.uk](mailto:info@ringwaytraining.co.uk) and ensure you get our confirmation reply, you will be entitled to a partial refund as set out below
  - Cancellation within 7 working days (Mon-Fri) of the course start time – No Refund
  - Cancellation within 30 working days (Mon-Fri) of the course start time = 50% of the course fee
  - Cancellation greater than 30 working days of the course start time = 100% of the course fee due - £5 Admin fee per attendee.

## 5. Identification

- a) On the day of the course as part of the registration process, it is a requirement that you produce photographic identification. Digital or photocopies will not be accepted. Valid ID is any document which shows your picture and your full name (Examples are but not limited to: photo driving licence, passport, work id badge if it shows your full name)
- b) If, for personal or religious reasons you choose to wear a form of head dress, or item of clothing on the course that will partially or completely cover your face you must notify Ringway Training Ltd in advance of your course so that any

necessary arrangements for identification can be made. Failure to notify us in advance may lead to your exclusion from the course without refund.

## 6. Digital Course Requirements

- a) In order to attend the online, you must have access to one of the following:
  - Computer or laptop – We advise against the use of Chromebooks as we have identified that they do not support any app updates within zoom which may prevent you from completing a course.
  - Tablet (Mobile phones **are not permitted** as they are too small to enable full participation)
- b) All devices must have:
  - ✓ Internet access
  - ✓ Web cam
  - ✓ Microphone
  - ✓ Speakers or headphones
  - ✓ Stable internet connection
  - ✓ Mains power or enough battery charge for at least 4 hours
- c) Please ensure that you have tested your equipment and network, to be confident in its use prior to attending the Digital Classroom course. You should download the Zoom app in advance of the course, and it is recommended to start a test meeting with a family member/friend to ensure your devices are working and that you are familiar with the controls.
- d) It is your responsibility to ensure you have enough internet capacity to enable your devices to successfully complete the course. Your internet speeds will have to exceed the minimum requirements for group video calling specified on [https://support.zoom.com/hc/en/article?id=zm\\_kb&sysparm\\_article=KB0060748](https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0060748)
- e) Protecting the confidentiality of our clients is of the utmost importance, therefore you must ensure that nobody other than the course participant can view your screen or hear the course content. You must ensure that you undertake the course in a private room (free from distractions) with your screen positioned in a way to prevent the content of the course being visible to any unauthorised person. It is a requirement to be able to concentrate and engage fully for the duration of the course, therefore a quiet space is essential, to complete the course.
  - i. You must attend a digital course free from noise distractions, including but not limited to, pets.
- f) You should complete a course in building in a private location only, you cannot participate in a vehicle or outdoors
- g) Throughout the full course duration, you will be visible on screen to the trainer and all participants in attendance.

## 9. Attending / Completing a Ringway Training Open Course

- a) Please ensure that you arrive/log on at least 15 mins before the course starts, to allow ample time for registration purposes. Late arrivals will be refused entry. If entry is refused you will not be entitled to any refund.
- b) If you do not successfully connect to Zoom for any reason, you will be excluded from the course will not be entitled to any refund.
- c) Satisfactory course completion is dependent upon attendance throughout the full course duration and making a full and positive contribution. You must remain clearly visible on screen throughout the full duration when attending a digital course. There is no test involved. If you leave the course before it finishes, or if our trainer deems that you are not participating and are asked to leave, it will classify as a non-completion. No refund will be given for non-completion and no certificate will be issued.
- d) You must remain respectful and attend in fit state, this includes the below clauses but not limiting to.
  - i. You must wear appropriate attire and be presentable, as not to cause offence to other participants on the course.
  - ii. Consumption of alcohol or any evidence of alcohol or use of illicit drugs will result in removal from the course immediately. No further courses will be offered

- iii. Participants must remain respectful to staff and other course attendees; any abusive, threatening, or disruptive behaviour at any time, will result in immediate exclusion from the course.
  - iv. Filters and virtual backgrounds, including blurred backgrounds are not permitted during digital courses.
  - v. You must ensure that there are no images or backgrounds visible that may cause offence to another participant.
- e) If you are late back from the designated break period for any reason, you will be removed from the course and no refund will be given.
  - f) All electronic devices must be switched off/silent and placed out of view for the duration of the course unless you are using a tablet to complete a digital course. You must ensure that your device is set to 'Do Not Disturb' to avoid disrupting the course.
  - g) No unauthorised person will be admitted to the course, this includes children.
    - i. The trainer will be unable to admit you into the course if suitable childcare arrangements are not in place.
  - h) If you will be required to breastfeed your baby, please ensure that a chaperone is present to care for the child during the course.
    - i. If you are completing a digital course at home, you are still permitted to breastfeed your baby. You should discuss your requirements with Ringway Training Ltd at the time of booking
  - i) If you lose connection during the course and are unable to re-join, no refund will be given,
  - j) All courses are locked for use outside of the UK for security purposes.

## 10. Privacy

- a) We are committed to ensuring that your privacy is protected.
- b) The filming and/or recording or reproduction or posting on social media of any part of a course is strictly prohibited as this infringes privacy laws.
- c) Anyone using any type of recording equipment, is liable to be excluded from taking any further part in the course with no refund given.

## 11. GDPR

- a) All information supplied will be held by Ringway Training Ltd and protected according to our legal and regulatory requirements. Your details will not be passed onto any third parties or used for marketing purposes in accordance with the Data Protection Act (2018), the General Data Protection Regulation (2018) and the Privacy and Electronic Communications Regulations (2003). Our full privacy policy can be found by visiting <https://www.ringwaytraining.co.uk/privacy-notice>