

Illuminate Learning Ltd

Terms and Conditions

(September 2017)



General Terms and Conditions ...

Definition : Training or event refers to any conference, course, INSET or event provided by Illuminate Learning Ltd.

Confirmation : Delegates will receive confirmation of their booking by post. All participants will be sent, by e-mail, final information approximately five working days before the event. If this has not been received please contact us on 01704 320510.

The pre-course information will contain : (a) venue information (b) outline agenda and (c) and any other relevant pre-course reading or information.

Special Needs / Dietary Requirements : Details should be provided on-line when booking the course. However, should these change please contact us at : contact@illuminatelearning.org We cannot be held responsible for the impact arising from information not provided to us in advance of the event. Our staff will of course do everything they can to assist you. ***Please note however that specific requirements such as Kosher or Halal must be ordered at least 14 days in advance.***

Cancellation By Illuminate Learning Ltd : We reserve the right to cancel any event if it is not viable. We will endeavour to contact you as soon as possible should this be the case. We will, where possible, endeavour to find you an alternative venue / date. Where we cancel the event, delegates will be offered a full refund, credit note or an alternative event.

Delegates wishing to cancel their attendance must contact us in writing.

Cancellations received within ten days of the event will be charged 50% of the cost. Notification received after 3pm five days before (or on the Tuesday before in the case of an event on a Monday) will be charged at 100% of the fee.

Cancellation By Others : Where Illuminate Learning Ltd has been contracted to provide training, INSET, consultancy or any other facilitated provision AND the 'event' is cancelled by the contractor, then the following charges shall apply : cancellation within one month of the event shall be charged at the relevant rate, unless an alternative booking is forthcoming. The rates for cancellation are : Full Day at £950 and Half Day at £450.

Venues : We only use high quality venues. These will be in hotels, sporting venues, conference facilities or other meeting venues. We will always endeavour to provide these near to rail services and with plenty of parking nearby. Illuminate Learning Ltd will not be held responsible for the costs incurred through a change of venue, nor will they be liable if the change of venue information has not been received by the attendee (unless the company has been notified in a timely manner).

Course Cancellation and Refund Policy : Illuminate Learning Ltd reserve the right to cancel a training course or INSET day where it is either (a) financially not viable or (b) the quality is likely to be impacted through low numbers or other unavoidable changes.

Limit of Liability : Illuminate Learning Ltd is only limited to the moneys that have been paid for course attendance (ie. the course fee). Costs incurred by schools in relation to the cancellation (ie. travel, accommodation or supply) are NOT automatically covered by our policy.

Refund Process : Where a course is cancelled or changed, participants will be notified by Signed-for 1st Class post only. Within a further seven working days they will be sent a refund claim form. Once the form is received back, a payment will be made by BAC's within 30 working days. Claims are not automatically refunded by the original method. This is to avoid fraudulent or inappropriate claims.

Discretion and Fairness : As a company we will follow these procedures in all cases. This is to ensure transparency and fairness for all. However, in extremely rare cases ,discretion may be allowed. This would only be in the case where the policy has had an adverse or detrimental affect on a particular institution.

Complaints and Compliments ...

Like all companies and organisations we work hard to minimise the potential for complaints. However, we also recognise that on a small number of occasions we may well fall short of our own high standards. Our principles in addressing complaints are :

Fairness : We want to be fair to both the complainant and ourselves and will therefore seek to establish the facts of the matter in hand and not simply rely on 'hearsay' or opinion from either side.

Timely : We will acknowledge by post any complaint within 5 working days of receipt and will forward a full response within a further 28 working days. Complaints must be received in writing within 14 days of any event. After that period it is at the discretion of Illuminate Learning Ltd as to whether or not the complaint will be considered.

Clarity : Any response we make will identify the factors that have been taken into account in reaching our conclusion and any relevant recompense.

Reasonable : We seek to be reasonable in dealing with any complaints. This means that we will try to recognise the potential / real impact of any complaint we find upheld and provide (where appropriate) recompense that we consider 'reasonable'.

Absolute : The outcome of any complaint is final. The decision as to the level or type of any recompense is at the discretion of Illuminate Learning Ltd.

Written : Complaints should be sent in writing and by recorded post only. E-mail should not be used as this can be 'lost' or circulated widely before the process is complete.

The outcome of any complaint will also be communicated in this manner.

Key Company Details :

Address : 93 Lexton Drive, Southport, Merseyside, PR9 8QN.

UK Company Registration : 10963855

Website : www.illuminatelearning.org

E-mail : contact@coeuseducation.org

Telephone : +44(0)1704 320510

Fax : +44(0)1704 320103