

Terms and Conditions

Bookings

By booking a course with The Essential Training Organization Ltd you are agreeing to the following terms and conditions:

When booking a course with us:

You can book courses by any of the following methods, Via our online booking portal, via email, telephone or directly in person.

Venue details, start times and course information are sent to the course booker at least 7 days before the event. For multiple bookings please ensure the information is passed to the relevant candidates.

We can only hold a provisional booking for 7 days from the date of enquiry (unless the course is scheduled to take place within the next 14 days, then it is at the discretion of the course director)

When attending any form of driving course with The Essential Training Organization, you must be able to present a full valid driving licence on day one of the course, which we will check online with www.gov.uk/check-driving-information. It is also a requirement that the original must be kept on the student at all times while attending a driving course.

Payment terms:

Dependent on the course booked or whether you are an account customer the terms of payment for the course, will either be prior to the training taking place for any individual making a personal booking or for account customers within 28 days of the training being provided.

Payments can be made by:

Direct payment to the following bank account. Please use your surname or the invoice number as a reference

Lloyds Bank

Account Name – The Essential Training Organization Ltd

Sort Code – 30-94-38

Account Number – 02786694

Credit / Debit card payments can be accepted by telephone: 01737649946

We can also accept cheques or cash payments in our Redhill Office, but certificates will not be supplied until the funds have cleared.

Issue of certificates

For all courses certificates will be supplied within 14 days of the course date providing full payment has been received in line with our terms and conditions. See above

Description of Course Pricing:

On all our courses you will be charged for either the number of student places booked or for the instructor daily rate plus books and certification, whichever is the cheaper option.

If we are providing training at your location, then you will be charged for a minimum number of students in attendance and this will alter from location to location, dependent on travel, parking and hotel costs incurred.

If you are a registered charity, we will not charge VAT on your course fees and may offer a reduced cost for training, please enquire at the time of booking.

Amendments/Cancellation:

When booking onto an open course, please note that we will only run the course if there are sufficient candidates. A refund will be paid if a class is not viable because of insufficient numbers. Refunds for other

reasons are only granted in exceptional circumstances at the discretion of The Essential Training Organization.

Cancellations received less than 14 working days prior to the course will be subject to a 50% charge. Any cancellation for a booking taken within the 7 day period that is confirmed and agreed by both parties and then cancelled, will also incur the full cost of the course being charged. Cancellation requests must be made in writing.

Transfers to a subsequent course can be made without penalty if made more than 14 days prior to the event.

When we experience freak weather conditions beyond our control then the course will be Cancelled and rescheduled for a later date. If the new date is not convenient then a full refund will be issued.

Arrival Time / Attendance:

Please ensure that all candidates arrive at least 10 minutes before the commencement time of the course. If a candidate arrives later than 15 minutes after the start of the course then entrance to the course may be refused and no refund will be issued.

Most of our courses have a minimum number of hours direct contact teaching time as part of the course regulations, if a student fails to meet the minimum hours requirement through repeated lateness or absenteeism, The Essential Training Organization Ltd, will not be able to claim certification or complete the final assessments for the course in question.

Behaviour/Conduct:

At Essential Training we welcome constructive feedback on all our courses and encourage learners to actively engage with the trainers on the information being shared. This constructive feedback needs to be appropriate, timely and in accordance with the course being delivered.

Any criticism or challenges should be saved till the end of the course so as not to cause negativity within the group. Inappropriate challenges or negativity will be treated as disruptive behaviour and learners will be asked to leave the course

Access to Training & Assessment:

The Essential Training Organization Ltd is committed to equal opportunity and freedom from discrimination. Requests or reasonable adjustments to courses/assessments by individuals with specific needs will be considered providing this form is completed and sent to Essential Training at least 14 working days prior to the assessment/course. Where adjustments fall within this period they will be given due consideration and by Essential Training special educational needs assessor.

Individual Adjustments may be required for a number of reasons, including:

Temporary or permanent illness or injury

Sensory impairment

Reading &/or writing difficulties

English as a second language

Recent Bereavement

Other Extenuating circumstances

Advice & Guidance

Complaints Procedure:

The full complaints procedure is available to learners who may wish to challenge any aspect of training delivered by The Essential Training Organization Ltd.

Any complaint must be made either verbally in person or in writing to the Managing Director within 14 days of the issue arising.

Confidentiality:

As a training provider we work with Government, Local Authorities and awarding bodies. All information collected about learner will be stored securely and only used for our internal certification procedures we will not knowingly share information with any third party without your permission unless required by law.

All personal details are kept in line with the Data Protection Act 1998.

Any personals that attend at our registered office will be notified by sign at the front door, that CCTV is in operation on the premises and is owned and controlled by The Essential Training Organization Ltd. Anyone wishing to view the CCTV must make a requesting in writing to the company director.

VAT:

Prices quoted are normally exclusive of VAT which will be shown separately on the invoice

The term Essential Training Organization Ltd refers to the training provider whose registered office is:

The Essential Training Organization Ltd

Unit 1 Pilot Building

Quarryside Business Park

Thorntonside

Redhill

Surrey

RH1 2LJ

01737649946

Company registration number 05489479VAT Registration number 851167333