

Bespoke Training - Terms and Conditions

After you have contacted us, a member of the Training and Support Team will liaise with you, the organiser, to discuss and clarify the objectives, programme content and proposed dates.

1. We will do our utmost to ensure the first choice date is met. It must, however, be understood that there are only a limited number of Signature trainers available, therefore it may not be possible to provide centres with first, second, or in exceptional circumstances, third choice dates. Should this happen, centres will be notified as soon as possible.
2. Once training has been agreed, we will provide written confirmation either by letter, fax or email. A participants form will also be attached with the confirmation notice and this form must be completed with the participants' names and returned to us with payment or an official order. See No. 3.
3. Upon receipt of written confirmation, you must arrange for payment to be made. Payment may be made by cheque or credit/debit card. Alternatively, you can submit an official purchase order or request an invoice on your organisation's letter-headed paper.

Fees: £80 per person (this is the basic fee but is subject to change depending on the training requested).

Please note you will be charged for a minimum of five participants. The maximum number of participants for any event is 15.

4. Payment must be paid in full at least 14 days before the training date. If the training is less than 14 days, payment must be made immediately.

5. If you wish to add further participants, please contact the Training & Support Team informing us of:
 - the course ID reference number (which will be with the confirmation details), and
 - the number of participants you wish to add.

Arrangements for further payment will then be made.

6. Your organisation is responsible for providing:
 - A training room.
 - Refreshments/lunch throughout the day.
 - Necessary equipment such as TV, DVD player, data projector, laptop, flipchart (you will be informed prior to the event what equipment is needed).
 - Language Service Professionals, if necessary (please note these must be registered with Signature, or SASLI in Scotland).
7. We will arrange for materials to be delivered to you at least 48 hours before the training. It will be the responsibility of the organiser to confirm receipt of the materials by telephone or emailing the Training and Support Team.
8. Copyright and all other intellectual property rights for all training materials shall remain the property of Signature. You agree not to reproduce, sell, hire or copy the training materials (in whole or in part).
9. All cancellations of bespoke training events must be made in writing to the Training and Support Team. No cancellation fee will be charged if a minimum of 14 days notice prior to the training is given. Otherwise the full training fee is liable to be charged.
10. We reserve the right to cancel, suspend, reschedule or otherwise vary our agreement with you if circumstances occur which are outside of our reasonable control and we shall not be responsible for any breach of agreement resulting from such an action.

11. We may, at our discretion, terminate the agreement at any stage if it appears to us, acting reasonably, that you have not complied with these conditions.

12. We may change the terms upon which we make future training available from time to time, and without notice to you, and any subsequent training requests you may make will be subject to current conditions at the time of booking.