

Seamless Surface Academy Ltd Terms and Conditions

1. Bookings

- 1.1 Booking a place on one of SSA courses can be done via the website. Bookings will be confirmed only once either a full payment or deposit has been paid and cleared, once this has been completed we will email an invoice/receipt and the course confirmation to you as confirmation of your booking. This will contain information regarding the course booked, start dates, payment information, balance information if applicable and other course details.
- 1.2 If Seamless Surface Academy Ltd declines to enrol you/the student for any reason or if, after accepting your/the student's enrolment Seamless Surface Academy Ltd subsequently discovers information which gives it reasonable grounds to believe that the course is not appropriate for the you/the student for any reason, Seamless Surface Academy Ltd may cancel the booking and will notify you accordingly. Where this happens, unless the reason for the cancellation was your non-compliance with the terms (including, where you are booking on behalf of someone else, your failure to ensure that the Student complies with the obligations applicable to him/her) Seamless Surface Academy Ltd will give you a full refund of any sums you have already paid.
- 1.3 Whilst Seamless Surface Academy Ltd will take all reasonable steps to make courses as inclusive as possible, it is essential that you are aware of the following:
 - All courses are delivered in English;
 - Workshops and assessments require a reasonable level of physical fitness and health
 - The trades that our courses cover, if not properly performed, can be potentially dangerous, and therefore SSA courses are designed for (and only suitable for) individuals intending to use the skills developed in the course of their trade.
- 1.4 By placing a booking you confirm that you/the student can understand spoken English and write and read proficiently in English, has a reasonable level of physical fitness and health, If you have any doubt as to whether you/the student meets these requirements you should discuss any issues with Seamless Surface Academy Ltd before placing the booking (and, in the case of any issues with fitness or health, seek a professional opinion from a qualified medical expert).
- 1.5 Seamless Surface Academy Ltd accepts no liability for any adverse consequences arising from a you/the student's participation in a course which arose as a result of you/the student not meeting the eligibility requirements described in term.

2. Payment

- 2.1. Deposit payments are made at the time of booking online Via PayPal.
- 2.2. VAT will be charged on all courses at the prevailing standard rate.
- 2.3. Bookings made within 14 days of course date will require full payment to secure a space on the course/assessment.
- 2.4. An invoice will be raised for the remaining balance, with full payment due 14days prior to course date.
- 2.5. Invoice payments can be made via PayPal or bank transfer. Details will be on invoice.

Seamless Surface Academy Ltd Terms and Conditions

2.6. Failure to pay course fees as detailed by the provided invoice may, in Seamless Surface Academy Ltd sole discretion, result in you/the student being declined from attending the course and/or be declined any outstanding assessments for any qualifications.

3. Course changes

- 3.1. Should you wish to make any date changes to your course, these will be made at the discretion of Seamless Surface Academy Ltd and can only be made once.
- 3.2. Course moves can only be made if there are more than 14 days before the course start date. Less than 14 days' notice before the course commences may be too late to make course changes due to class and tutor allocation which will have taken place.

4. Cancellation

- 4.1. If you wish to cancel your course completely, you have a legal right under `Consumer Contract Regulations 2013 to get a full refund if done so within 14 days of your original booking date (Cooling off period)
- 4.2. If you cancel after 14 days but within 30 days you will be entitled to a refund of 50% of full paid courses or full course cost minus deposit.
- 4.3. If you cancel within 14 days of your course start date or over 30 days from booking you will not be entitled to any refund, the FULL COST will be LOST.
- 4.4. Deposits can be transferred, but are not refundable unless within your rights (5.1)

5. Non-completion of course (long courses only)

For those courses/assessments greater than 1 day, a fee equivalent to the full course/assessment fee will be charged for non-completion unless prior agreement is made.

6. Covid 19 / Pandemics

- 6.1. Courses affected in any way from the Covid 19 virus or any other Pandemic will NOT be entitled to a refund, you will however be entitled to re-book your course at a later date, at your discretion.
- 6.2. If the agreed future/later date course is not attended then our standard cancellation terms will apply.

7. Right to Refuse Admission

Seamless Surface Academy Ltd does not permit any trainer, facilitator, or representatives of any other training organisation to attend.

8. Quality

Seamless Surface Academy Ltd will provide trainers suitably qualified and experienced with regard to the course/assessment subject and will take all reasonable care to ensure that the presentation and content of the course/assessment is made in a professional and competent manner and to a standard appropriate to the course/assessment.

9. Materials and Equipment

Seamless Surface Academy Ltd Terms and Conditions

All facilities, materials and equipment will be provided for use by delegates for the duration of the course/assessment unless otherwise specified. Seamless Surface Academy Ltd will not be liable for any materials or equipment brought onto the premises by a delegate.

10. Copyright of course material

Ownership of and copyright in all course/assessment material and documents shall remain with Seamless Surface Academy Ltd. Delegates may use such material and documents only for their personal use and such material and documents shall not be copied, given, sold assigned or otherwise transferred in whole or in part to any third party without the express written consent of Seamless Surface Academy Ltd.

11. Delegates Liability

The Client accepts responsibility in full for the conduct of its delegates whilst on Seamless Surface Academy Ltd premises and undertakes to indemnify Seamless Surface Academy Ltd against material damage and/or personal injury to Seamless Surface Academy Ltd, its servants, agents or property as a result of actions or defaults whilst attending the course.

12. Limit of Liability

The extent of Seamless Surface Academy Ltd liability for any failure to meet its obligation shall be limited to the costs of the course fee only.

Interpretation

12.1. This agreement shall be governed by and construed in accordance with the laws of England and the parties hereby submit to the exclusive jurisdiction of the English Courts.

12.2. This agreement is subject to the special conditions (if any) contained in the schedule hereto. In the event of any consistency between such special conditions and the other terms of agreement such special conditions shall prevail.

13. Force Majeure

Seamless Surface Academy Ltd shall not be liable to refund of fees or for any other penalty should courses be cancelled due to conflict, fire, strike, lock-out, industrial action, tempest, accident, civil disturbance or any other cause whatsoever beyond their control.