

Terms and Conditions

In these terms and conditions, the term “company” means Severn Training Group Ltd, its instructors, or any subcontractors. The term “client” means each person being delivered tuition by Severn Training Group Ltd.

General

- Severn Training Group Ltd Terms and Conditions have been written and signed by the company director. Only the company director has authority to change these Terms and Conditions.

Payment (Open Courses)

- By making payment for a product or service offered by the company, you are agreeing to the company Terms and Conditions.
- Course places are secured when the company receives payment in full.

Payment (Private Courses)

- By booking a product or service offered by the company, you are agreeing to the company Terms and Conditions.
- Invoices are to be paid within 30 days from the date of invoice. Late payments may be subject to an additional charge.

Cancellation

- Customers may reschedule or cancel a course without penalty where more than 15 working days written notice is provided to the company.
- Customers wishing to cancel or reschedule a course date with less than 15 working days' notice will not be entitled to a refund.
- Partial/full refunds of a course will incur a £35 cost to cover administration fees.
- If the company is unable to meet any booking through circumstances beyond its control, the client may be offered another booking at the company's discretion. If the company is unable to offer the client or the client is unable to accept such an alternative booking the company will refund any course fees already paid. The company's liability is limited to this.

Insurance

- The company are fully insured; however we recommend customers take out their own insurance against damage, cancellation, personal injury or loss of personal effects.
- The company, its employees and sub-contracted staff accept no liability for any of the above-mentioned claims or any damage to customers equipment, clothing or property.

Medical

- Any person who chooses to take part in a course offered by the company is responsible for their own medical well-being. If a customer has a medical condition, illness or is on any medication, it is their responsibility to inform the course instructor before taking part in any activity.
- Any person taking part in a course offered by the company who is currently taking medication is responsible for their own administration and storage of said medication.

Age

- Any person under the age of 18 must be accompanied by a parent or guardian throughout the duration of a course delivered by the company.

Photography

- For the purposes of marketing, we regularly take photographs and videos of our courses. If a customer wishes to not be included within any photography, it is their responsibility to inform the course instructor of this at the beginning of the course.

Certification

- All products offered by the company offer a course completion certificate upon successful completion of the required syllabus. If one of the company's instructional staff deems it appropriate to not issue a certificate to a client, this is at their discretion. In the rare case of this happening, the instructor will debrief the client on what has caused this outcome. Any concerns or questions regarding a client not being issued with a certificate should be sent to info@severntraininggroup.co.uk with a subject of 'Certification'.
- Certificates will only be provided to the client once full payment has been received.

Complaints

- In the unlikely event that a client would like to make a formal complaint regarding a product offered by the company, these should be emailed to info@severntraininggroup.co.uk with a subject of 'Complaint.' All emailed complaints will be responded to within 5 working days.

Last updated: 13th September 2023

Updated by: Jordan Stevens

Signature:

A handwritten signature in black ink, appearing to read 'J Stevens', written over a dotted line.