

Facts4Life training sessions – Terms and Conditions

We offer a range of training sessions, both online and face to face. These sessions are fully funded for Gloucestershire based settings and at a small cost to delegates from outside the county. In signing up to a training session with us, you agree to accept the terms and conditions below.

Online training

Attending an online training session

- 1) Each delegate should use a separate screen/device for online training, unless otherwise agreed with Facts4Life in advance. This allows you to be able to take part easily and for the trainers to fully engage with each attendee.
- 2) Cameras must be on throughout an online training session, unless agreed in advance or the trainer requests for them to be turned off.

If these conditions are not adhered to, the delegate may be asked to leave the training or be removed from the online session.

Amending a booking for an online training session

- 1) If a delegate is unable to attend a session which has been booked, it may be possible, by agreement with Facts4Life, to send a replacement delegate from the same setting.
- 2) If a delegate is unable to send a replacement, the delegate can request, subject to availability, to move the booking to another date within six months of the original booking.
- 3) All changes must be made at least one working day prior to the training session. Any changes made after this may incur a £10 charge (invoiced to your setting) to cover administration costs.

Cancellation of online training by Facts4Life

- 1) Should a course have insufficient numbers to run, Facts4Life reserves the right to cancel a course up to seven days before it is scheduled to take place. Should this occur, an alternative date or course will be offered.
- 2) If Facts4Life is forced to cancel a training session due to circumstances beyond their control and without seven days' notice, an alternative date will be provided to all delegates booked on that course.

Cancellation of online training by Participant

Participants can amend their booking (see 'Amending your booking' above) up to one working day before a course is due to take place. Please give as much notice as possible if you are no longer able to attend so that the place can be offered to another delegate. Cancelling a place less than one working day prior to the session may incur an administration fee of £10 (invoiced to your setting) to cover our costs.

Non-attendance at an online training session

Whilst we do not charge delegates from within Gloucestershire to attend our training, each course we run has a cost involved. Non-attendance at a fully funded online course may lead to an administrative 'no-show' charge of £10 (invoiced to your setting) to cover administration costs.

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Face to face training

Amending your booking for a face-to-face training session

- 1) If a delegate is unable to attend a session which has been booked, it may be possible, by agreement with Facts4Life, to send a replacement delegate from the same setting.
- 2) If a delegate is unable to send a replacement, the delegate can request, subject to availability, to move the booking to another date within six months of the original booking.
- 3) All changes must be made seven working days prior to the training session. Any changes made after this may incur a £25 charge to cover the costs we have incurred to provide your training.

Cancellation of face-to-face training by Facts4Life

- 3) Should a course have insufficient numbers to run, Facts4Life reserves the right to cancel a course up to 14 days before it is scheduled to take place. Should this occur, an alternative date or course will be offered.
- 4) If Facts4Life is forced to cancel a training session due to circumstances beyond their control and without 14 days' notice, an alternative date will be provided to all delegates booked on that course.

Cancellation of face-to-face training by Participant

Participants can amend their booking (see 'Amending your booking' above) up to seven working days before a course is due to take place. Our courses are very popular so please give as much notice as possible if you are no longer able to attend so that the place can be offered to another delegate. Cancelling a place less than seven working days prior to the session may incur an administration fee of £25 to cover our costs.

Non-attendance at a face-to-face training session

Whilst we do not charge delegates from within Gloucestershire to attend our training, each course we run has a cost involved. Non-attendance at a fully funded face to face course may lead to an administrative 'no-show' charge of £25 (invoiced to your setting) to cover administration costs (including venue hire, refreshments and trainer costs).

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Digital training subscription

Cost

Facts4Life Digital Training is a subscription product. There are currently two options available for users:

Subscription length	Cost (Gloucestershire based)	Cost (all other locations)
One year	Fully funded	£159
Three years	Fully funded	£350

Subscriptions run from the date of sign up for the requested period. We are currently able to provide our training and resources fully funded to settings within Gloucestershire however this may be subject to change in the future at the end of each financial year. We reserve the right to increase the cost of training subscriptions, and this will be communicated to subscribers at the time of renewal.

Resources available

We have created a variety of digital subscriptions based on the age group of your setting. Each subscription level will provide access to different resources and more details on what your specific subscription includes can be found by visiting our Digital Training hub and clicking on the relevant course (<https://facts4life.org/digital-training/>).

Payment terms

Once a subscription form has been completed, an invoice will be sent using the setting details provided on the form. We operate strict 30-day payment terms and reserve the right to withdraw access to your online account if payment is not made within that period.

Intellectual property

The Facts4Life website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. By subscribing to and using our website, you also agree to be bound by our website policy, full details of which can be found here <https://facts4life.org/facts4life-website-policy/>

Fair usage policy

Each Facts4Life subscription is for a specific setting. You will be provided with a setting specific username and password, giving access to the resources you have signed up for. This username and password may be shared with others employed within your setting but not with anyone else (i.e. parents, colleagues from other settings or organisations, students etc). We reserve the right to suspend your subscription for all users if we believe the login details and/or content has been shared in this way.