

# Booking and Cancellation Policy

Version 1.2 (01/2025)

## 1. Data Protection

Northbrook is committed to protecting your personal data in accordance with the Data Protection Act 2018 and GDPR. We will only collect essential information and ensure that it is securely stored. Your data will not be shared with third parties without your explicit consent.

Individuals have the right to request access to their stored data or request its deletion. Such requests must be submitted in writing via email to [info@northbrook.org.uk](mailto:info@northbrook.org.uk).

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## 2. Our Trainers

Our trainers hold a minimum Level 3 Education & Training qualification and possess at least 50 hours of teaching and training experience. They are selected based on relevant qualifications and/or significant practical experience in their respective fields.

Northbrook may engage external companies or self-employed professionals to conduct training on our behalf. All external trainers undergo a thorough vetting process to ensure they meet our standards. A contractual agreement prevents them from soliciting business from our clients during or after training.

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## 3. Delegate Behaviour

Northbrook reserves the right to exclude any delegate from training without refund if their behaviour is deemed disruptive. Any inappropriate conduct will be reported to the individual responsible for the booking and, if applicable, their employer.

Smoking, including e-cigarettes, is strictly prohibited during training except in designated smoking areas during scheduled breaks.

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## 4. Bookings and Payment

### For Organisations:

- Organisations can book via the Northbrook website or direct contact.
- A credit account may be set up, with payment due within **30 days** of course delivery.
- Bookings are only confirmed upon receipt of a confirmation email from Northbrook.

### For Individuals:

- Individuals can book an open course via the website or direct contact.
  - Payment must be made no later than **7 days** before the course unless otherwise agreed.
  - Individuals without proof of payment may be refused entry.
  - Bookings are only confirmed upon receipt of a confirmation email from Northbrook.
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## 5. Cancellations and Rescheduling

### Delegate Cancellations:

- Substitutions (changing delegate names) are permitted up to the training date.
- Non-attendance is charged at **100% of the course fee**.
- Cancellations are subject to the following fees:

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Notice Period	% of Course Fee Payable
14 to 21 days	50%
7 to 14 days	80%
0 to 7 days	100%
Did Not Attend	100%

## Northbrook Cancellations:

- If Northbrook cancels or reschedules a course, we will provide at least **7 days' notice**.
- Late arrivals may be refused entry if they have missed significant content. In such cases, **fees remain payable**; however, alternative dates or refunds may be offered where appropriate.
- An administrative fee may be charged for rescheduling. Full payment is required before securing a new training date unless otherwise agreed.

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## 6. Health & Safety

### Training Environment:

- Trainers ensure that training environments are safe, and any risks are identified.
- A course register is maintained. In case of fire, the trainer will take the register to the designated assembly point.

### Equipment:

- All training equipment is maintained, and any damage is promptly identified and addressed.
- Trainers inspect all equipment before use.

### Physical Limitations:

- Delegates with physical limitations are encouraged to notify trainers in advance so that reasonable adjustments can be made.

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## 7. Confidentiality

Northbrook upholds strict confidentiality as per the Data Protection Act 2018 and GDPR. Delegates are reminded of their confidentiality obligations, particularly when discussing personal experiences or case scenarios during training sessions.

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## 8. Complaints and Disputes

### Complaints:

- Complaints must be submitted via email to **info@northbrook.org.uk**.
- All complaints will be handled professionally, and a response will be provided promptly.

### Disputes:

- Any disputes regarding training content or outcomes should be addressed directly to Northbrook via email.
- For courses delivered under an Awarding Organisation, delegates should contact the organisation directly, providing the trainer's name for reference.

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## 9. Course Materials & Copyright

- All course materials, presentations, and content developed by Northbrook are protected under copyright unless otherwise stated.
- Requests for permission to use any materials must be submitted via email to [info@northbrook.org.uk](mailto:info@northbrook.org.uk).
- The cost of training includes materials for personal use by delegates.

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## 10. Agreement of Terms and Conditions

By booking a course with Northbrook, you agree to these terms and conditions. Any updates to this policy will be communicated to customers in advance, along with the implementation date.