

Remark! Training Terms and Conditions

Remark! Training try to be as flexible as possible but it is essential that we follow certain rules to avoid confusion and disappointment for both ourselves and our students.

Course Information

Places on the courses are limited and we allocate places on a 'first come first served' basis.

We will not be obliged to run the course should we not receive enough course confirmations.

Course Acceptance

For some of our courses you will need to fulfil specific requirements and undertake an assessment to be accepted on the course.

Once you have been accepted in order to secure your place you will need to make a non-refundable deposit (10% of the course fee).

Course Costs

Remark! Training is not a college and does not receive any grants; therefore no concessions can be made. We do however endeavour to keep our costs as low as possible and we offer instalment payment plans on all our courses. If you are paying in instalments please note that an administration charge of £10 or £25 will be included.

Cancellations

We will return your fees (less the non-refundable deposit) if you cancel your place at least 6 weeks ahead of the course.

If you cancel later than this we cannot return your fees.

Reimbursement

Remark! Training reserves the right to cancel, postpone, or reschedule any training course within 10 working days prior to the start of the course if the minimum of students has not been enrolled. If this should happen, Remark! Training will return or credit any fees that you have paid. Remark! Training is not responsible for any other costs to students incurred because of the cancelled classes.

Insurance

We do not carry insurance to cover your personal items and should any of your personal items be lost, damaged or stolen whilst you are at our premises or at any other premises at which the course is held. You should not bring valuable items with you to the course.

Absences

Anyone enrolling for a course will be charged for its full duration. No reductions can be made in respect of late arrival, early departure or absence during any part of the course.

Course Information

Remark! Training endeavours to keep all information correct and up-to-date. However, we reserve the right to vary the course content or method of delivery. We may vary the course appropriately without consulting with you. Any changes will appear on our website and will often be accompanied by e-mail or post notification.

Course Materials

Remark! Training will provide you with course materials to enable you to participate in the course. All course materials are the property of the Remark! Group. All rights are reserved by Remark! and you are not allowed to copy, duplicate or reproduce this information.

Student Details

Remark! Training will keep any student details on a database, held only by us, for the purpose of administration, market research and mailing, by post or email, of our own publicity from time to time. Please inform us by telephone or email if at any time you wish to unsubscribe.

Your conduct

Whilst attending the course you must act in a responsible manner to assist in the smooth running of the course. Should your conduct fall below what we consider to be a reasonable standard then we may take such action as we feel is appropriate and may, at our discretion, suspend you from the course if we feel it is necessary. If you are suspended from the course your fees will not be refunded and you will not be given the opportunity to transfer to another course.

Complaints

If a student has cause for complaint about any aspect of a course they should approach the course leader at an appropriate time such as at the end of the class or, if more urgently, during the break. Upon which you will be referred to our Complaints Policy. We ask students not to raise any such problems during the class unless the issue relates directly to the topic the class is working on.