

# Terms and Conditions



ROUNDHOUSE THINKING

## Health and Safety

Derby College Group (DCG) reserves the right to withdraw its staff and learners from any venue which it considers gives rise to unacceptable levels of risk to their health and/or safety.

All employers must have Public Liability Insurance and Employer Liability Insurance cover. A copy of the current insurance certificate must be displayed on the premises. A fine of £1,000 per day is payable in breach of this regulation. The policy must cover learners and must be at least £5,000,000.

Under Health and Safety legislation, a learner is defined as an employee and should therefore be covered under the standard policy. However, some insurance companies like to be advised when there are learners in the workplace and the employer should therefore check with the insurance company and provide written confirmation to DCG that the learners are covered.

## Course Fees

Our course fees were correct at the time of publication. However, DCG reserves the right to amend or change the fees as required. Please note that eligibility for funded courses can change from time to time.

## Payment

Course fees are due at the point of booking to secure a place. They must be paid in full no later than ten working days prior to the course commencement date.

For some courses, a deposit of 25% will be taken at the point of booking. The balance will be taken up to ten working days before the start of the course.

All payments can be made by debit/credit card by telephone on 01332 836638 or online at [www.roundhousethinking.co.uk](http://www.roundhousethinking.co.uk). Alternatively, payment may be made by cash (in person) or cheque (made payable to Derby College Group) at Finance Department, Derby College Group, 2 Pimlico, Ilkeston, DE7 5JS. You must quote the delegate name and the course booked.

## Cancellation Policy

Cancellation of pre-booked courses must be received in writing no later than five working days prior to the course commencement date. Later cancellation or non-attendance will result in a non-refund of the course fees paid. In the case of the cancellation of funded courses (where a client has booked on a course and DCG claims some of the fees to be paid through the fund), full course fee payment will be claimed from the client.

## Course Cancellations by DCG

On rare and unusual occasions – due to unexpected circumstances beyond our control or in the event of a course being undersubscribed – we may have to cancel a scheduled course. DCG reserves the right to cancel a course without liability. In these circumstances, delegates will be offered an alternative date or a full refund of the course fees paid.

## Compliance Courses: Proof of Identity

Some of our compliance courses require you to provide proof of identity in accordance with the regulations of the Awarding Body. You will be advised about this in your course joining instructions.

## Level 2 Award for Personal Licence Holders (APLH)

Delegates must provide Proof of Identity documentation at their exam, without which the delegate will be unable to sit the exam.

## Refresher First Aid

Delegates must provide their original Refresher First Aid/Full First Aid at Work Certificate which should be current within the last three years.

## Disabled Access

Our training facilities all provide full disabled access. If you have any specific support needs, please contact us in advance to allow us to do our best to accommodate you.

## Customer Comments

Customer comments never go unwanted: in fact, they help us to assess where our services or procedures might be improved. So do let us know if you feel we have made a mistake or done something which you found unsatisfactory or unacceptable. Even if you do not think your particular concern amounts to a complaint, we would still like to know about it. Your views may help us to deal with something we would otherwise overlook.

Usually, the best team member to talk to will be the person who dealt with the matter you are concerned about. They will be well placed to help you quickly and to put things right. If they are not available, or you would prefer to approach someone else, then ask for their relevant line manager. We will try to resolve the problem on the spot if we can. If we can't do this – for example, because the information we need is not to hand – then we will take a record of your concern and arrange the best way and time for getting back to you. This will normally be within five working days or we will make an alternative arrangement that is acceptable to you.

## Head Office

Broomfield Hall, Morley, Ilkeston DE7 6DN

Derby | Birmingham | Sheffield | London

**To discuss how we can support  
your business:**

**01332 836 638**

[enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)

[www.roundhousethinking.co.uk](http://www.roundhousethinking.co.uk)