Terms and Conditions - Training Courses

Updated March 2026

These terms explain how bookings, cancellations, payments, and personal data are handled for all Pathways training courses. Please read them carefully and keep a copy for your records.

Please remember that Pathways Associates is a small NW social enterprise working hard to support our community. These Terms and Conditions were written giving consideration to the impact the issues outlined below have on our team in relation to confirmed training requests. We're extremely grateful for your continued support and look forward to meeting your training requirements.

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1. What These Terms Cover

These terms apply to all training events organised by Pathways and advertised on the Pathways Associates website.

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2. Who We Are

Pathways Associates CIC and NWTDT are not-for-profit social enterprises. Any surplus is reinvested into our mission to support the full inclusion of disabled people in community life.

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3. How to Contact Us

- **Phone:** 01254 790 220
- **Email:** training@pathwaysassociates.co.uk
- **Address:** Suite 21 – The Globe Centre, St James Square, Accrington, BB5 0RE

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4. How We Contact You

We will contact you using the email, phone number, or postal address you provided when booking.

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5. Your Booking and Our Contract

- The date on which we receive your formal request to invoice will be considered the effective date of our agreement, signifying your intention to commission our services. This date will serve as the basis for formalising our contractual relationship.
- Please note that trainers and training dates will be confirmed once your request has been received and the work to plan the delivery you have requested will begin.
- It would assist our preparation if delegates could complete a short Pre-Learning Assessment to help us understand your learning preferences and any support needs: https://www.surveymonkey.com/r/pth_training

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6. Payment, Attendance and Cancellations

6.1 Arranging Payment

Individual or Group Bookings made online via our website have the option to:

a) Pay using STRIPE our online payment system at the point of reservation OR
b) Request an invoice be raised.

Group Bookings made via our Training Helpdesk - training@pathwaysassociates.co.uk - will require an invoice.

If a Purchase Order **is required** ahead of an invoice, please let us know. Please complete this Formal Quote Information Request form to ensure the most accurate information is gathered.

If a Purchase Order **is not required,** please complete this Invoice Information Request form to ensure the most accurate information to facilitate this.

NB for training for Pathways members, partners, and affiliates where no charge is required, these Terms and Conditions also apply. Please take particular note of our Cancellation Policy as it affects FREE training delivery too.

6.2 Making Payments

Payments can be made at the point of booking via the website using STRIPE or you can request an invoice be raised (see above).

All invoices submitted to the Client are due by whichever of the following options comes first:

- prior to agreed training dates or
- within 30 days of the date of the invoice

All invoices must be paid before the first date of delivery.

Completion Certificates for any training will not be issued until all payments have cleared and the necessary additional evidence e.g. eLearning Certificates have been received.

In the event of any delay in effecting payments due under this Agreement by the due date specified, the Client (Licensee) shall pay to Pathways Associates (the Licensor) interest (calculated on a daily basis) on the overdue payment from the date such payment was due to the date of actual payment at a rate of 5% over the Bank of England base lending rate at the time.

6.3 Attendance Requirement

By booking, you agree to attend and participate fully in the training. If you or members of your team are unable to attend the course you are booked on, you may offer a substitute name, by prior arrangement and after notifying us via email. Substitutions can be made up to 2 working days before the delivery.

Any substitute delegates must, if required, have completed any necessary preparation prior to the training e.g. eLearning, pre reading.

6.4 Postponements

As a small training organisation, our preference would always be that once you have confirmed your training delivery and the invoicing process / training delivery arrangements have commenced, should the agreed date prove problematic then we would work together to agree on a suitable alternative.

We require a minimum of 3 weeks' notice if you wish to postpone the course to a later date. Any costs incurred e.g. venues will be recharged at actual costs.

Clients are permitted one postponement and the course must be rescheduled to take place within a maximum of three months from the original date, otherwise the cancellation charges as stated below will apply.

6.5 Cancellation Policy

Because Pathways pays external facilitators, non-attendance has a financial impact.

Individual bookings via the website:

If you are unable to attend, and not in a position to substitute your place to another person then the following charges will apply once payment has been made via STRIPE or an invoice requested.

Group / organisation bookings made via the training helpdesk:

If your organisation is unable to continue with the agreed training, and is not in a position to / postpone or substitute your places to other team members then the following charges will apply once payment has been made or an invoice requested.

Notice Period	**Individuals**	**Group / Organisation**	**Free training**
On Receipt of Request to Invoice/ Booking	NIL	Booking Fee of £50, per course. Expenditure associated with any training in preparation i.e. venues booked will be recharged at actual cost.	NIL
30 days before delivery	NIL	25% of the agreed cost, plus any actual costs incurred e.g. venues.	NIL

14 days before delivery	NIL	Cancellations after this time will not be accepted. See Postponement/ Substitute Delegates	NIL
7 days	£15 Administrative Charge	Cancellations not accepted. See Postponement/ Substitute Delegates	NIL
None attendance	100%	Cancellations not accepted. See Postponement/ Substitute Delegates	£15 Administrative Charge

6.6 Refunds

We are under no obligation to issue refunds which are at the discretion of the CEX.

Refunds issued are subject to a transaction / administration fee to cover costs incurred in managing the payment / refund. This will be £15.

6.7 Future Bookings

We may refuse future bookings if:

- Fees remain unpaid, or
- You repeatedly cancel without attending.

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7. Changes to Events

7.1 Changes by Pathways

We may change the venue (within the same city), or substitute trainers if needed. We will notify you as early as possible.

7.2 If We Cancel

We may cancel or postpone an event if:

- Delegate numbers are too low, or
- A trainer becomes unavailable.

If this happens, you will be offered a place at the next available session.

7.3 Digital Delivery

If face-to-face delivery is not possible, we may agree to deliver the training online.

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8. About the Event

8.1 Face-to-Face Training

Events will take place on the date and at the venue confirmed in your booking.

8.2 Digital Training

Both parties must ensure the chosen digital platform is accessible and functional. Neither party is liable for technical failures outside their control.

8.3 Training Materials

Materials are protected by Crown Copyright unless stated otherwise.

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9. Problems or Complaints

If you have concerns about your booking or the event, please contact us using the details in Section 3.

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10. Your Legal Rights and Our Liability

10.1 Suitability of Training

Training is designed for general professional development and is not tailored to individual organisations.

10.2 What We Do Not Exclude

We do not exclude liability for:

- Death or personal injury caused by our negligence
- Fraud or fraudulent misrepresentation

10.3 Limitation of Liability

Our total liability is limited to the amount you paid for the event (normally £0 for members). We are not liable for:

- Loss of profits or business
- Loss or corruption of data
- Loss of savings or opportunities
- Indirect or consequential losses

10.4 Damage to Property

If we deliver training at your premises, we will repair any damage we cause. We are not responsible for pre-existing faults.

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11. How We Use Your Personal Information

11.1 Purpose of Use

We use your personal information to:

- Deliver the event
- Process payments
- Send information about our services (you can opt out at any time)

11.2 Data Protection

We process personal data in line with UK GDPR and the Data Protection Act 2018.

11.3 Evaluation

We may ask you to complete evaluation forms after training. We may also contact you later to assess long-term impact.

11.4 Sharing Data

We only share your information when legally required.

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12. Conclusion

Thank you again for choosing Pathways Associates.

Our trainers are passionate about their work and the difference we make to our community.

We look forward to meeting you / your team when we deliver the training and feel certain that together we will navigate the complexity of managing this vital training delivery.

Signed:

On behalf of Pathways Associates CIC

Date:

Signed:

On behalf of Dovehaven

Date: