



# Terms and Conditions



robinson education





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## Terms

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This website is owned and operated by Robinson Education. These Terms set forth the terms and conditions under which you may use our website and services as offered by us. This website offers visitors online training and courses, online course purchases, online communication, and advisory services. By accessing or using the website of our service, you approve that you have read, understood, and agree to be bound by these Terms.

The following constitute the terms and conditions to which applicants agree when booking any online training or E-Learning courses, or in-house training. Robinson Education reserves the right to review and update these periodically.

## Who can use our website?

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In order to use our website and/or receive our services, you must be at least 18 years of age, or of the legal age of majority in your jurisdiction, and possess the legal authority, right and freedom to enter into these Terms as a binding agreement. You are not allowed to use this website and/or receive services if doing so is prohibited in your country or under any law or regulation applicable to you.

## Key commercial terms

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When buying an item, you agree that: (i) you are responsible for reading the full item listing before making a commitment to buy it: (ii) you enter into a legally binding contract to purchase an item when you commit to buy an item and you complete the check-out payment process.

The prices we charge for using our services/for our products are listed on the website, or can be requested from our contact address [contact@robinsoneducation.co.uk](mailto:contact@robinsoneducation.co.uk) We reserve the right to change our prices for products displayed at any time, and to correct pricing errors that may inadvertently occur. Additional information about pricing and sales tax is available on the payments page.



## Return and refund policy

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For any unused online or e-learning product, simply return it within 7 days of the date you receive the product, and we will exchange it or offer a refund based upon the original payment method.

## Retention of return to change offering

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We may, without prior notice, change the services; stop providing the services or any features of the services we offer; or create limits for the services. We may permanently or temporarily terminate or suspend access to the services without notice and liability for any reason, or for no reason.

## Ownership of intellectual property, copyrights, and logos

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The site is owned by Robinson Education. The content provided on this site together with all materials provided including design, software, code, graphics, text documents and audio are owned by Robinson Education. No content in whole or in part may be copied, reproduced, uploaded, posted, displayed, or linked to in any way without the prior permission of Robinson Education. Any such use is strictly prohibited and will constitute an infringement of Robinson Education's intellectual property rights.

The Service and all materials therein or transferred thereby, including, without limitation, software, images, text, graphics, logos, patents, trademarks, service marks, copyrights, photographs, audio, videos, music, and all Intellectual Property Rights related thereto, are the exclusive property of Robinson Education. Except as explicitly provided herein, nothing in these Terms shall be deemed to create a license in or under any such Intellectual Property Rights, and you agree not to sell, license, rent, modify, distribute, copy, reproduce, transmit, publicly display, publicly perform, publish, adapt, edit, or create derivative works thereof.



## Right to suspend or cancel user account

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We may permanently or temporarily terminate or suspend your access to any service without notice and liability for any reason, including if in our sole determination you violate any provision of these Terms or any applicable law or regulations. You may discontinue use and request to cancel your account and/or any services at any time. Notwithstanding anything to the contrary in the foregoing, with respect to automatically-renewed subscriptions to paid services, such subscriptions will be discontinued only upon the expiration of the respective period for which you have already made payment.

## Booking a training or E-Learning course

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Training and E-Learning courses can be booked via the Programs forms available on the Robinson Education website.

When you submit a booking, your submission represents an offer to Robinson Education to book you onto the course you selected. On submission of the training course or E-Learning course form you will receive a summary email of your selection.

Robinson Education will accept your offer by entering your booking onto the online system and sending you an email confirming that you have been booked together with information on starting your learning.

## Prices, discounts, and sales

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Notice of new pricing will be given in advance, but Robinson Education reserves the right to change prices listed without notice.

The training course fees include: training on the day(s) and all relevant course materials.



## Payment

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Fees must be paid at the point of booking via our secure online payment process. If you have an applicable discount code this must be entered at the time of booking, as the discount cannot be applied retrospectively.

We accept all major card payments. A receipt will be sent to you by email confirming payment. Our e-commerce service will receive the information needed to verify and authorise your payment card and to process your order and is under strict legal and contractual obligations not to disclose this information to third parties. Please note that if you do not provide accurate details (including type of card and number) or if your credit card company does not authorise payment, your application will be deemed void. Robinson Education will not accept any liability for costs incurred as a result of applications deemed void in this manner.

Sales taxes (VAT) are charged at the applicable rate depending on the product and/or customer.

## Special requirements

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Robinson Education will make every effort to accommodate special requirements that have been notified in advance.

## Inappropriate behaviour

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Robinson Education reserves the right to remove any delegate from a training course, whether online or in-house, whose behaviour is deemed inappropriate by Robinson Education or its trainers. In these circumstances, Robinson Education will neither refund any fees nor reimburse any other costs.



## Teachers and trainers

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Robinson Education shall provide such teachers and trainers to present the training course as it, in its sole discretion, deems fit and Robinson Education shall be entitled at any time to substitute any trainer with any other person who, at Robinson Education's sole discretion, it deems suitably qualified to present the relevant course.

## Indemnification

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You agree to indemnify and hold Robinson Education harmless from any demands, loss, liability, claims, or expenses (including attorneys' fees), made against them by any third party due to, or arising out of, or in connection with your use of the website or any of the services offered on the website.

## Limitation of liability

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To the maximum extent permitted by applicable law, in no event shall Robinson Education, be liable for any indirect, punitive, incidental, special, consequential, or exemplary damages, including without limitation, damages for loss of profits, goodwill, use, data or other intangible losses, arising out of or relating to the use of, or inability to use, the service.

Robinson Education does not accept responsibility for anyone acting as a result of information in, or views expressed on, its training courses including course materials. Opinions expressed are those of individual trainers and not necessarily those of Robinson Education. Participants should take professional advice when dealing with specific situations.

To the maximum extent permitted by applicable law, Robinson Education assumes no liability or responsibility for any (i) errors, mistakes, or inaccuracies of content; (ii) personal injury or property damage, of any nature whatsoever, resulting from your access to or use of our service; and (iii) any unauthorised access to or use of our secure servers and/or any and all personal information stored therein.



## Right to change and modify Terms

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We reserve the right to modify these terms from time to time at our sole discretion. Therefore, you should review these pages periodically. When we change the Terms in a material manner, we will notify you that material changes have been made to the Terms. Your continued use of the Website or our service after any such change constitutes your acceptance of the new Terms. If you do not agree to any of these terms or any future version of the Terms, do not use or access (or continue to access) the website or the service.

## Promotional emails and content

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You agree to receive from time-to-time promotional messages and materials from us, by email or any other contact form you may provide us with (including your phone number for calls or text messages). If you don't want to receive such promotional materials or notices – please notify us at any time via our contact address [contact@robinsoneducation.co.uk](mailto:contact@robinsoneducation.co.uk)

## Preference of law and dispute resolution

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These Terms, the rights and remedies provided hereunder, and any and all claims and disputes related hereto and/or to the services, shall be governed by, construed under and enforced in all respects solely and exclusively in accordance with the internal substantive laws of the UK, without respect to its conflict of laws principles. Any and all such claims and disputes shall be brought in, and you hereby consent to them being decided exclusively by a court of competent jurisdiction located in the UK.

## Personal Data

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The personal data you provide when you book a training course will be held in accordance with GDPR and used by Robinson Education for the purpose of delivering your training course. Your full name, and where applicable, job title, will be shared with your trainer in advance of the course.





## Cancellation of a training course

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If you need to cancel your place on any training course, you must notify Robinson Education via email no less than 48 hours before the course start date. You will receive a full refund less an admin fee of 10% of the course fee. If you cancel your place less than 24 hours before the course start date, you will not be entitled to a refund.

## Substituting your training course place

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If you need to substitute your place on a training course, you must notify Robinson Education via email. If Robinson Education is notified more than 72 hours before the course start date, there will be no charge. Any substitutions made less than 72 hours before the course start date will incur a £20 admin fee.

## Transferring your place

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If you can no longer attend the training course, you are entitled to transfer your booking onto the next training course that has availability. The transfer option only applies to service users who are transferring to a different date for the same course and the date must be specified at the time of the transfer. The transfer is free of charge if you notify Robinson Education via email no less than 72 hours before the course start date

Please note once you have transferred your booking you will not be entitled to a refund, and you cannot transfer your place more than once.



## Cancellation of an E-learning course

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Once you have booked onto an E-Learning course you have up to 14 days from the purchase date to cancel your booking and receive a full refund provided that the E-Learning has not been accessed. After the 14 days, or if the E-Learning course has been accessed you will not be entitled to any refund, nor will you be able to transfer your E-Learning to another person or onto another E-Learning course.

## Changes or cancellations

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Robinson Education reserves the right to alter or cancel a training course up to and including the day of the training course in extreme circumstances. If Robinson Education must cancel a training course, the following will apply:

- Robinson Education will try to reschedule the training course and will inform you of the rescheduled dates and location (if course is held face to face)
- If Robinson Education cannot reschedule a face-to-face training course we will, where possible, provide an alternative (e.g. virtual classroom training course)
- If Robinson Education is unable to reschedule the training course, we will offer you a free transfer to the next available training course
- If you are unable to attend the rescheduled dates, we will offer you a 100% refund of the fee
- Any travel costs incurred are entirely the delegate's responsibility. Robinson Education does not accept any liability for reimbursement of travel costs.

## Non-attendance

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If you fail to attend any course you are booked onto without giving prior notice to Robinson Education, we will be unable to refund the course fees or offer a transfer.



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