

Eastwood Park's Booking Terms and Conditions

The following Terms and Conditions are Eastwood Park Limited's Booking Conditions for our Degrees Programme, as published on our website. These become binding according to the date signed on the 'Booking Form For Degree Programme Admission'.

Booking Conditions and Information

1. Only on receipt of the 'Booking Form for Higher Education Programme Admission' and a PO, can an invoice be raised. Full payment of this invoice, together with the VAT, will be expected within 30 days of the invoice date (or sooner if the programme starts before the 30 days).

2. Payment of the programme fee with VAT included must be received by Eastwood Park five weeks before the programme starts, at the latest. Learners are at risk of not being allowed to join the programme if payment has not been received by the programme start date.

3. Refunds for cancellations requested by the Customer will only be given if notice in writing is received, and acknowledged, by Eastwood Park. Customers have the rights to cancel their programme place up to 14 days from the date the booking form has been signed. Thereafter, Eastwood Park shall be entitled to charge a cancellation fee as follows:

Cancellation **before** the start of the programme:

More than five weeks written notice – a full refund of programme fees with VAT will be given if already paid.

Less than five weeks written notice or non-attendance - a 95% refund of programme fees with VAT will be given

Cancellation **after** the start of the programme:

Cancellation in writing, within 28 days of programme enrollment date – 75% refund.

Cancellation in writing, after 28 days of programme enrollment date – no refund.

4. The programme fee includes tuition, learning materials, manuals (excluding Healthcare Technical Memoranda where required) and handouts as appropriate to the programme. When payment has covered Study Weekends, at the entire discretion of Eastwood Park, this may be either at Eastwood Park's premises or at suitably located hotels. No refund will be payable by Eastwood Park in respect of any Study Weekends not taken by a student. Any other facilities or resources provided by Eastwood Park (at the request of the Customer) and not expressly stated to be included in the programme fee will be charged separately and will be payable on receipt of the facility or resource.

5. If any payment due to Eastwood Park is in arrears for more than 30 days, the payment of all sums owed by the Customer to Eastwood Park shall become due immediately, and Eastwood Park may charge interest on a daily basis at the rate of 4% above the base rate of Barclays Bank in force, from the due date for payment, until the date of receipt.

6. It is the Customer's responsibility to refer to relevant Eastwood Park programme information and literature, including the programme overview and learner prerequisites for this programme, available to view on our website, www.eastwoodparktraining.co.uk, to ensure the programme is suitable for their requirements. Eastwood Park will provide the programme and Study Weekends with reasonable care and skill, but makes no other warranty or representation about quality, suitability or otherwise in relation to the programme or programme content. Eastwood Park accepts no liability in the event that the content of the programme or Study Weekend does not meet the Customer's requirements.

7. In extreme circumstances it may be necessary for Eastwood Park to reschedule a programme or Study Weekend upon which a booking has been made. If the rescheduled dates of the programme or Study Weekends are not convenient to the Customer, Eastwood Park's liability will be limited only to a refund of the fees paid, if any. Eastwood Park reserves the right to change the programme or Study Weekend location.

8. All intellectual property rights, including copyright, patents, design rights and know-how in or relating to the programme or programme materials provided, or made available in connection with the programme, remain the sole property of Eastwood Park or its licensors, and no copies of programme materials may be made unless expressly agreed in writing by Eastwood Park. The Customer agrees, that by booking a programme, they will agree to be bound by, and will comply with, any licenses and agreements applicable to programme materials and/or the means of delivery of programme materials and services.

9. All learners will be required to abide by any site security and health and safety measures operating while at Eastwood Park. Eastwood Park reserves the right to deny anyone access to its premises or programmes if, in its absolute discretion, it deems it appropriate to do so for any reason. Eastwood Park's sole responsibility in those circumstances will be to refund the programme fees and Study Weekend costs to the Customer for any programme to which the individual has been denied access. If the Customer concerned has broken the terms of this or any other relevant Agreement, no refunds will be made.