

Customer Terms & Conditions

Introduction

These terms and conditions constitute an agreement between us (GB Training) and you (the learner). We politely ask that you read through these terms and conditions at the time of booking.

Photography

Please be aware that we may take photographs during sessions for training and marketing purposes. The trainer will make learners aware when photographs are going to be taken. If a learner does not wish to be photographed, they should inform the trainer at the time.

Payment

Learners must pay in full at the time of booking. This acts as confirmation of a place on the course. We are unable to hold places for learners and therefore a place is not guaranteed until payment has been received.

Payment must be made via BACS transfer only. Cash or cheque payments are not accepted.

Certificates, course materials, or resources will not be released to learners until payment has been made in full.

Cancellation Policy

Cancellations by GB Training

In the event of staff sickness, venue unsuitability, or other unforeseen circumstances, we may have to cancel or postpone a session. Learners will be informed as soon as possible. In the event of a cancellation, learners will receive a full refund (within 10 working days) or the option to transfer to an alternative session.

Cancellations by the learner

If a learner is unable to attend a session, they must notify the trainer or GB Training as soon as possible. We operate a strict no-refunds policy. At the discretion of GB Training, learners may be offered the opportunity to transfer to another session or substitute another learner in their place.

Equipment & Facilities

Learners are responsible for any damage to equipment, materials, or property caused as a result of negligence. Learners will be charged the full replacement cost ('as new') for any damaged equipment and any refurbishment costs required by the venue.

Learners must leave the venue as found and ensure all litter is disposed of appropriately.

Learners must follow venue policies, procedures, and pool safety operating procedures at all times.

Data Protection

All personal data is stored in accordance with the General Data Protection Regulation (GDPR). GB Training will not pass learner information to third parties. Learners have the right to access any information stored about them upon request.

Health & Safety

It is the learner's responsibility to inform the trainer or GB Training of any specific requirements. Some training sessions involve practical participation. Learners are responsible for their own health and safety at all times and acknowledge that participation is undertaken at their own risk.

Learners must follow all instructions and safety warnings provided by trainers.

Equal Opportunities

GB Training is committed to equal opportunities. All learners will be treated with respect and dignity, regardless of gender, religion, ethnic or cultural origin, age, social background, disability, or ability, in line with the Equality Act 2010.

Some regulated qualifications require learners to meet specific assessment criteria set by awarding organisations. If these criteria cannot be met, the qualification cannot be issued.

Reasonable Adjustments

Learners must disclose any disabilities, medical conditions, or learning needs that may affect their participation or assessment at the point of enrolment.

GB Training will take all reasonable steps to ensure learners have equal access to training and assessment, which may include applying for reasonable adjustments through the relevant awarding organisation.

Etiquette

Learners must respect fellow learners, GB Training staff, facilities, and other facility users at all times.

Violence, aggression, verbal abuse, or threats will not be tolerated and may result in removal from the course or venue.

Learners are expected to behave professionally at all times.

Qualification Assessments

Regulated qualifications require learners to meet defined assessment criteria. If these criteria are not met, the qualification will not be awarded. A certificate of attendance may be issued instead.

Some qualifications require external assessment or formal written examinations. Learners must follow all assessment and examination procedures.

If a learner is deemed not ready for assessment, additional training may be required and additional charges may apply.

Qualification Re-Assessments

If a learner does not pass an assessment, GB Training may provide further training before arranging a re-assessment at a later date. Additional charges may apply.

Quality Assurance

GB Training follows all internal and external quality assurance requirements for regulated qualifications. Monitoring of trainers may take place and will not interfere with course delivery.

COVID-19

Learners must not attend training if they have COVID-19 symptoms or are required to self-isolate in line with current government guidance. Learners may be required to complete a health declaration prior to attendance.

Feedback

Feedback is vital to ensure we continue to provide high-quality training. We welcome constructive feedback and suggestions for improvement.

Complaints

If you wish to raise a complaint regarding our services or trainers, please contact GB Training in the first instance. Complaints will be handled in line with our complaints procedure.

Policies & Procedures

All relevant policies and procedures are available upon request.