

Terms and conditions:

Information about us and how to contact us:

- Eden Training Solutions Limited incorporated and registered in England and Wales with company number 06705249, registered office: 1st Floor, Bridge House, Wheldon Road, Castleford WF10 2JD;
- Contact us on 0800 756 3985 or at paediatrics@eden-ts.com
- If we need to contact you, we will email the address provided in your booking.

The terms:

- These are the terms and conditions on which we supply training services to you and explain who we are, how we will provide training services to you, how you, we may change or end the contracted services, what to do if there are any issues and other important information.

Booking a course:

- Our acceptance of your booking will take place when we email you a booking confirmation, at this point, a contract will be formed between Eden Training Solutions and you;
- If we are unable to accept your booking, we will inform you of this and will not charge you for the training course. This may relate to the training course being fully booked, unexpected limits on our resources, or any identified error regarding the price or description of the training course;
- You acknowledge that you are responsible for the correct selection of the training course.

Your rights to make changes:

- If you wish to make any changes to the training course booked please contact us. We will confirm if the change is possible. If changes requested are acceptable, we will inform you of any changes to the price of the training course, timings, or other related updates as a result of your requested change.

Our rights to make changes:

We may change the training courses:

- To reflect changes in relevant laws and regulatory requirements; and implement minor technical adjustments and improvements, for example to address a security threat. These changes will not affect the training course;
- In the event that we need to make significant changes to the training course or these terms, we will notify you and you may then contact us to transfer the booking to another individual at no cost or to transfer your booking to another course.

Transferring your booking:

- Contact us on 0800 756 3985 or paediatrics@eden-ts.com if you wish to transfer your booking to another paediatric first aid training course.

Providing the training course:

- It is your responsibility to ensure that you or any individuals booked on the training course are free from any condition which would affect your or their capability to undertake the chosen training;
- Eden Training Solutions are a 'Disability Confident' training provider and welcome students with disabilities, but it remains their employer's responsibility to ensure that delegates are appropriately supported in their workplace;
- Eden Training Solutions requires notification of any assistance that a student is likely to need during the running of the course. Delegates require a (pre-entry) basic understanding of the English language;
- During the booking process, we will inform you of the location, date and timings relating to the training course. We will provide joining instructions at least 2 weeks prior to the training course commencing;
- If a delegate fails to attend the training, a credit will be issued for booking onto the next course;
- If the training course is delayed by a force majeure event, we will contact you as soon as possible to re-arrange the booking to suitable and alternative date.

Cancellation:

If you request to cancel your booking, Eden Training Solutions require the following notice to rebate your booking fee:

- 4 weeks' notice prior to commencement of the course (Full refund/credit minus 5% admin fee);
- 2-4 weeks' notice prior to commencement of the course (50% refund/credit minus 5% admin fee);
- Less than 2 weeks before the training course is due to commence (The booking fee will not be refunded).

Notice of cancellation must be confirmed in writing to paediatrics@eden-ts.com quoting the date and venue. Refunds/credits will be made within 14 days.

We may terminate your training course booking if:

- We are not in receipt of full payment when due;
- You do not, within a reasonable time of us asking for it, provide us with required delegate information;
- A delegate arrives late for a course or is absent from any session, we reserve the right to refuse to accept the delegate for training.

Amendments:

- Once e-learning modules have been sent to delegate, there will be a £20.00 charge applied to change a name, as a new module will need to be issued; name amendments are free of charge prior to this point. No changes can be made within 24 hours of the course start date.

Price and payment:

- The price of the training course (which is shown excluding and including VAT) will be the price indicated when you made your booking;
- You must pay all amounts due to us under these terms in full without any set-off, counterclaim, deduction or withholding (other than any deduction or withholding of tax as required by law);
- Invoices will be payable in full prior to the commencement of the course.

Intellectual property rights:

- Eden may distribute materials during a training course for use of future reference. Any such materials remain the intellectual property rights of Eden Training Solutions Ltd and should not be altered, copied, or distributed in any way;
- Participation in the training course does not confer any intellectual property rights (by implication or otherwise) on you to use, alter, or copy any of the symbols, trademarks, logos, which remain the intellectual property of Eden Training Solutions Ltd.

Identification:

The awarding organisation, Qualifications Network UK (QNUK), require you to provide a copy of a valid form of identification as part of the face-to-face/component of the training. This will need to be presented to the course tutor at the start of the delivery.

Acceptable forms of photographic ID (1 required):

- Signed UK Photo card driving licence
- Signed passport (any nationality)
- Valid EU Photo identity card
- SIA security licence (with photo)
- Current and valid warrant card issued by HM forces or Police
- Current and valid Prison service card (with photo)
- Proof of age card
- Employee photo identification card
- Student photo identification card for a recognised educational establishment
- Firearms licence (with photo)

Acceptable forms of non-photographic ID (2 required):

- Current driving licence – paper version
- Birth certificate
- Marriage/civil partnership certificate
- Mortgage statement (issued within past 12 months)
- Bank or building society statement (issued within last 3 months)
- Bank or building society account opening confirmation letter (issued within last 3 months)
- Credit card statement (issued within last 3 months)
- Pension or endowment financial statement (issued within last 12 months)
- P45 or P60 statement (issued within last 12 months)
- Council tax statement (issued within last 12 months)
- Valid work permit or visa issue by UK government
- Utility bill – excluding mobile phone bill (issued within last 3 months)
- Benefit statement e.g. child benefit, pension (issued within last 3 months)

Data protection:

- As an employer requesting training; you are the Data Controller and Eden Training Solutions Ltd is the Data Processor in relation to the personal data you provide to us. Our registration number on the data protection register is Z2122090. Our privacy policy is available to view on our website.

How we use personal data:

- We will collect delegate names and contact details to secure the booking, provide joining instructions, and to issue certificates. If you provide us with any other information regarding making the course accessible to you, we will only use it for that sole purpose;
- The course is externally accredited, therefore we will provide the delegate name, contact details and course outcome to the awarding organisation. The awarding organisation, Qualifications Network UK (QNUK) subsequently becomes the data controller for that information;
- We retain delegate information the training course has been completed and will periodically send emails to regarding refresher training prior to certificate expiry. Please let us know if you do not want to receive these reminders by e-mailing paediatrics@eden-ts.com
- We will only use the personal data for this purpose or in accordance with your instructions as Data Controller, unless otherwise required by law. In which case we will notify you, unless prohibited from doing so by law. We will notify you if any of your instructions infringe the data protection legislation;
- If you provide us with any other information regarding making the course accessible to you, we will only use it for that sole purpose;
- We will implement appropriate technical and organisational measures to keep your data secure;
- We will take all reasonable steps to ensure the reliability and integrity of our employees who have access to the personal data, ensure that they are informed of the confidential nature of the Personal Data and have undergone adequate training in the use, care, protection and handling of personal data;
- We will ensure they do not publish, disclose or divulge any of the personal data to any third party unless directed in writing to do so by you or as otherwise permitted by these terms and conditions;
- We will notify you of a personal data breach within 24 hours of becoming aware, and will assist you in meeting your obligations under the data protection legislation;
- We will notify you within 24 hours of receiving a Subject Access Request or request to erase any personal data, or any other request, complaint or communication relating to obligations under the data protection legislation or communication from the Information Commissioner or any other regulatory authority;
- We will not authorise any other third parties to process the personal data other than with your prior written consent, and we will ensure that a written contract is in place with any such sub-processors;
- If you have any questions about how we use this information, please contact our Data Protection Officer at info@eden-ts.com
- If individual (employees) would like a copy of their personal data, or would like us to delete it, or cease using it, then please let us know by contacting the Data Protection Officer at info@eden-ts.com
- If you are unhappy with how we have used this personal data, you have the right to make a complaint to the Information Commissioner's Office (ICO);
- You can find out more information about your data rights on the Information Commissioner's website <https://ico.org.uk/>