

Terms and Conditions: Public Courses

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SignUp BSL shall provide the services of an appropriately qualified Sign Language Tutor for all British Sign Language training. SignUp BSL reserves the right to replace the tutor with another suitably qualified tutor if necessary at short notice.

The Tutor shall deliver the training as agreed and maintain professional conduct at all times. The tutor shall inform SignUp BSL and the client at the earliest possible opportunity if they are delayed or unable to deliver the training.

In unforeseen circumstances where no tutor is available for up to 20% of the scheduled course dates, SignUp BSL reserves the right to rearrange any missed sessions for alternative dates no later than four weeks after the original end date of the course.

Where no tutor is available for more than 20% of the scheduled dates, or where the course is a one-off session, SignUp BSL will endeavour to rearrange the training or alternatively will refund any fees paid in full.

The Client shall be wholly liable for the remuneration of the services provided by SignUp BSL as booked.

Payment of all fees and expenses shall be made in full no later than 21 days from the date of the invoice, or by the payment date requested on the invoice if different. Payment can be accepted by cash, cheque or bank transfer. Unfortunately it is not possible to accept credit cards payments.

Late Payments: SignUp BSL reserves the right to apply a surcharge for late payment. 5% will be added every 14 days to all overdue sums from the first date on which they become due until they are paid in full.

Cancellations: In the event of a cancellation, the client is liable for the following charges:

- 14 days' notice or less: 100% of course fees and 100% of assessment fees
- 15 to 21 days' notice: 50% of course fees and 100% of assessment fees
- 22 to 28 days' notice: 25% of course fees
- More than 28 days' notice: no charge

Withdrawal from a course: No refunds are available for candidates who are unable to complete the course for any reason. SignUp BSL will endeavour to accommodate requests by the client to defer to another suitable course starting within the current or following academic year (running September - August), however SignUp BSL cannot guarantee that this will be possible.

Policies available on request

- Appeals Policy
- Assessment Policy
- Complaints Policy
- Malpractice Policy
- Safeguarding and Child Protection Policy

Version Control

Created:	31 August 2013
Last Reviewed/Updated:	15 February 2017
Updated By:	Rosie Denham, Business Manager
Review Date:	Ongoing