

## Terms and Conditions

In using this website you are deemed to have read and agreed to the following terms and conditions: The following terminology applies to these Terms and Conditions, Privacy Statement and Disclaimer Notice and any or all Agreements: "Client", "You" and "Your" refers to you, the person accessing this website and accepting The College of Animal Welfare Ltd (CAW) terms and conditions. "CAW", "Ourselves", "We" and "Us", refers to The College of Animal Welfare Ltd. "Party", "Parties", or "Us", refers to both the Client and ourselves, or either the Client or ourselves. All terms refer to the offer, acceptance and consideration of payment necessary to attend a short course at CAW, in accordance with and subject to, prevailing English Law. Any use of the above terminology or other words in the singular, plural, capitalisation and/or he/she or they, are taken as interchangeable and therefore as referring to same.

These terms and conditions apply to students and delegates attending any short course or continuing education event offered by The College of Animal Welfare Ltd and cannot be changed unless specifically agreed by the Principal of The College of Animal Welfare Ltd in writing.

## Privacy

We are committed to protecting your privacy. Authorised employees within the company on a need to know basis only use any information collected from individual customers. We constantly review our systems and data to ensure the best possible service to our clients. Parliament has created specific offences for unauthorised actions against computer systems and data. We will investigate any such actions with a view to prosecuting and/or taking civil proceedings against those responsible.

## Cookies

Like most interactive web sites this CAW website uses cookies to enable us to retrieve user details for each visit. Cookies are used in some areas of our site to enable the functionality of this area and ease of use for those people visiting. Some of our affiliate partners may also use cookies.

## Fees

1. All fees will be paid at the time of application using the online booking system.
2. An application for a place on a course will not be guaranteed as a booking until full payment has been received, unless otherwise agreed by the Principal of CAW in writing. All course bookings are confirmed via email.
3. Credit card payments may only be made on our online payment gateway. Telephone bookings and payments will only be taken in exceptional circumstances. Any telephone bookings are considered provisional and cannot be accepted as a guaranteed booking until confirmed by CAW. Details of the venue and instructions on how to get there will be sent via email prior to the course date.
4. The course place belongs to the person booked to attend regardless of who paid the course fees.

5. Cancellations: Cancellation of a booking must be received in writing or email. Cancellation will incur a charge of 20% of the registration fee if received more than 30 days before the course, 50% for cancellation between 15-30 days and 100% for cancellation within 14 days of the course. Delegates must telephone 01480 422060 to ensure their cancellation has been received. (Refunds for a course cancelled by CAW will be made in full where a refund has been agreed by CAW) A delegate may also request a CAW CPD voucher (redeemable for another CAW CPD course) for the full amount of the refund.
6. CAW reserves the right to cancel a course at any time and to offer an alternative date, a credit, voucher, discount or a full refund, without liability for any consequential or indirect loss.
7. Refunds of course fees will not be made once the course has commenced other than on the grounds of exceptional circumstances. Only written requests to The Principal of CAW will be considered and whose decision will be final. In all other situations full or partial refunds will not be given.
8. Any refund for cancellation will be for up to a maximum of the discount price, not the full advertised value of the course. No refund will exceed the amount you paid for the course.
9. Vouchers, discounts and promotions are non-refundable and cannot be exchanged for cash.
10. It is not permitted to sell, trade or purchase vouchers or discounts in any way. This also applies to purchasing vouchers or discounts from third parties.
11. CAW reserves the right to discontinue a voucher, discount or promotion at any time or to modify any associated terms and conditions.
12. CAW courses are being constantly updated and improved and CAW reserves the right to alter any aspect of the courses content without prior notice.
13. All course literature is protected by copyright and may not be reproduced without the written permission of The Principal of CAW.
14. All students attending a CAW course must be at least 16 years of age unless otherwise agreed by The Principal of CAW in writing.
15. Requests to substitute a delegate will be accepted by telephone (01480 422 060) up to five working days prior to the course date. A £25 administration charge per delegate will be payable to The College of Animal Welfare Ltd by debit or credit card in order to complete the change.
16. All data and information held by CAW may be shared with other related businesses of CAW, awarding bodies and other government funding and inspection agencies. All information will be handled in accordance with the Data Protection Act 1998.
17. A £10 administration charge will be levied where a client requests an invoice.
18. Manual bookings requested by a client (with the exception of CAW Students booking on CAW Student Revision courses) will also incur a £10 administration charge.