

Training terms and conditions

Introduction

Please read these terms and conditions when booking a training course with Judd Water & Wastewater Consultants ('we', 'us', 'our') as they represent your contract with us. You should read these terms and conditions in conjunction with our privacy policy and keep a copy for future reference.

These terms apply to face-to-face (in person) as well as digital (online) training courses delivered by Judd Water & Wastewater Consultants.

<p>1. Our courses</p>	<p>A full list of our current courses can be viewed at: https://www.juddwater.com/training/</p> <p>Please note that where we have described or advertised our courses (verbally, via email or on our website), these are general outlines of our course content and objectives. While we endeavour to keep to these outlines as closely as possible, the content of our courses may have to change due to, for example, error or time limitations.</p>
<p>2. About us</p>	<p>Judd Water & Wastewater Consultants is a trading division of Judd and Judd Ltd, a limited company providing wastewater consultancy and training. We are registered in England and Wales under registration number 8082403, and our registered office is Suite 2, Douglas House, 32-34 Simpson Road, Fenny Stratford, Buckinghamshire, MK1 1BA, United Kingdom.</p> <p>You may contact us by emailing enquiries@juddwater.com.</p>
<p>3. How to book</p>	<p>To book on a training course, contact us in the first instance to express your interest via enquiries@juddwater.com or complete our online booking form.</p> <p>We will correspond with you to provide quotes, confirm prices, availability, processes and course content, as appropriate.</p>

	<p>The process may be different depending on the circumstances but typically, once you have submitted a booking request, we will confirm this with you and issue our invoice.</p> <p>Receipt of your payment confirms your place on our course and acceptance of these terms and conditions as a legally binding contract between us.</p> <p>Where we have agreed that we will invoice you after the training event, our legal contract takes effect at the point when you confirm you wish to engage our services via email.</p>
<p>4. How to pay</p>	<p>Prices may be advertised or are available on request by contacting us at enquiries@juddwater.com. Payments may be in UK pounds sterling, Euros or US dollars as advertised or agreed.</p> <p>For some courses, in order to keep our costs low, we will request payment is made in advance of the course and by PayPal only. This will be made clear at time of advertising. You will need to provide us with an email address for the purposes of sending our invoice, which must be paid in advance of the training date. Where fees are not paid in advance of a training event, this will constitute a breach of this contract and we are entitled to refuse you access to the event.</p> <p>Alternatively, where agreed, we will issue you with an invoice which can be paid by BACS transfer (payment details will be confirmed on the invoice). In this case, you must pay our invoice within 28 days of the date on the invoice. Where fees are not paid within 28 days of the invoice date, this will constitute a breach of this contract.</p>
<p>5. Refunds and cancellations</p>	<p>You have the right to cancel your training event or place no later than within 7 days of the training event. You must cancel in writing by email via enquiries@juddwater.com. In this case you will be entitled to a full or partial refund. A partial refund will be given where we have already incurred expenses such as, but not limited to, travel or hotel costs. In this case, we will make a reasonable deduction to cover our costs and refund you the balance.</p>

	<p>Where there are fewer than 7 days before the training event, then unfortunately it will not be possible to cancel your training event or place and you will forfeit your right to a refund.</p> <p>Note it is your responsibility to ensure you have working access to the Teams platform at least 7 days before your training event as it is not possible to cancel and receive a refund where there are fewer than 7 days before the training event.</p> <p>Any refunds will be applied via the original payment method, either PayPal or BACs transfer.</p>
<p>6. If we make changes</p>	<p>We reserve the right to make changes to our training events at our discretion. We will aim to do this in consultation with you, where appropriate, although this may not always be possible.</p>
<p>7. If we cancel</p>	<p>We reserve the right to cancel training events. This may happen, for example, where there are insufficient delegates or if the course leader falls ill or for other circumstances beyond our control.</p> <p>We will contact you by email as far as possible in advance to let you know if we are cancelling a training event. In some circumstances, for example an emergency, it may be necessary to cancel at very short notice.</p> <p>If we have to cancel, it may be possible to reschedule the training event and we will discuss this with you. Alternatively, if we have cancelled the event, you will be entitled to request a refund, even if it is within 7 days of the training event, and this refund will be actioned as soon as possible by us. We will not be liable for any expenses incurred by you in connection with the training event, for example (but not limited to), travel, hotel and subsistence expenses.</p>
<p>8. Teams training</p>	<p>We will provide you with any Teams platform training event links where appropriate in advance of the course.</p> <p>If you do not have MS Teams installed on your device, you are advised to download the free software to be able to attend the course.</p>

	<p>Where a training course is delivered via the Teams platform, it is your responsibility to ensure you have working access to the Teams platform at least 7 days before your training event as it is not possible to cancel and receive a refund where there are fewer than 7 days before the training event.</p> <p>We are not liable for any failure to deliver training because you do not have access to the Teams platform. Likewise, no liability is accepted for any failure of the Teams platform due to circumstances out of our control.</p> <p>You may join the training event up to 30 minutes before the start of the course but must mute your microphone before the course begins.</p> <p>Only one delegate is permitted per training link.</p> <p>By participating in Teams training events, you accept that your identity will be disclosed to other event delegates who may be from third-party organisations. This is beyond our control. If this is of concern to you, you should not book a training event with us. Please refer to our Privacy Policy.</p> <p>Your conduct on a training event must accord with generally accepted standards of etiquette and behaviour. You must not be offensive, deceptive, threatening, abusive, harassing, menacing, hateful, discriminatory or inflammatory.</p> <p>You must not harvest the identities of the other delegates in order to communicate with them or market products or services to them after the event, unless they have given their permission in writing.</p> <p>Where a delegate contravenes the above, we reserve the right to bar the delegate(s) from the event at our discretion, and no refund will be given.</p>
<p>9. Copyright</p>	<p>Unless otherwise stated, all training materials delivered in person or online is copyright (c) 2021 Judd & Judd Ltd</p> <p>You may not record the training event without prior permission from us. You may not disseminate the teaching materials outside of your organisation.</p>

<p>10. Data protection and privacy policy</p>	<p>We will ensure that the information you submit to us remains private and is only used for the purposes set out in our policies.</p> <p>The personal details you submit via the enquiry form(s), or via email contact, are held and used by us for the purpose of</p> <ul style="list-style-type: none"> • answering your enquiry • processing your booking • processing your payment and • delivering your training • our accounts. <p>We need these details to be able to provide these services. We do not disclose this data to any other person outside Judd & Judd Limited (and its trading companies) and the other companies involved in providing these services.</p> <p>We will not use your information for marketing purposes or pass it on to third parties.</p> <p>Our training privacy policy can be accessed online or provided on request.</p> <p>If we need to contact you, it will usually be via email, web conferencing (Teams or Zoom) or verbally if you have supplied us with your telephone number.</p>
<p>11. Limitations and exclusions of liability</p>	<p>The courts of England and Wales, or Scotland, as appropriate, shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this contract or its subject matter or formation (including non-contractual disputes or claims).</p> <p>Nothing in these terms limits or excludes our liability for:</p> <ul style="list-style-type: none"> • death or personal injury caused by our negligence • fraud or fraudulent misrepresentation. <p>Our liability to you shall be limited to the price you have paid for the training event and, under no circumstances whatever will we be liable to you, whether in contract, tort (including negligence), breach</p>

	<p>of statutory duty, or otherwise, arising under or in connection with the contract, for any:</p> <ul style="list-style-type: none"> • loss of profits, sales, business, or revenue • loss or corruption of data, information or software • loss of business opportunity • loss of anticipated savings • loss of goodwill, or • any indirect or consequential loss.
12. Third party rights	<p>A contract under these terms and conditions is for our benefit and your benefit and is not intended to benefit or be enforceable by any third party.</p> <p>The exercise of the parties' rights under a contract under these terms and conditions is not subject to the consent of any third party.</p>
13. Queries and complaints	<p>Please contact us via enquiries@juddwater.com if you have any queries or if you wish to make a complaint.</p>
14. Last revision date	<p>29 January 2021</p>