

Solihull RDC - Course Bookings, Fees and Payments, Cancellations

Terms & Conditions

1. Formation of contract between Solihull RDC and You

- Please read these terms and conditions carefully before booking any course or training with Solihull RDC. You should understand that by booking any of our courses or training you agree to be bound by these terms and conditions.
- Please note that no contract exists between us until you receive email confirmation of your booking.

2. Bookings, Fees and Payments

- All prices quoted are in UK Pounds
- Payment method can either be by Purchase Order or BACS (agreed at the time of booking).
- Full payment for all activities must be made to secure a place or, if invoices are requested, within 30 days of the invoice date or at least 14 days prior to the start of the course or training (whichever is soonest).
- Final assessments for those who are on the Level 2 Award in Cycle Instruction require a minimum of 30 days' notice prior to their proposed final assessment date to ensure tutor availability.

3. Course/training availability, content and location

- We reserve the right to vary, without notice, the content of, or venue for courses or training hosted by Solihull RDC. We will inform you by email or by phone of any changes to the course prior to the start of the course.

Cancellation

4. Cancellation by Solihull RDC

- We reserve the right to cancel or reschedule a course or training for any reason at any time although we will always try to give you reasonable notice. If we cancel a course or training, we will offer you a place on the next available course/ training or refund your payment
- If the conduct or behaviour of any person (adult or child) during a course or training is deemed to be inappropriate, the tutor may refuse to allow that person to remain on the course or training. In such circumstances the course training fee will NOT be refunded.
- If any cycle that is to be used during a course or training is deemed by the tutor to be unfit for purpose, the participant will not be allowed to remain on the course or training. In such circumstances the course or training fee will NOT be refunded.
- If the level of skill and competence of any person (adult or child) booked onto a course or training is deemed by the tutor to be insufficient, the participant will not be allowed to remain on the course or training. In such circumstances the course or training fee will not be refunded.

5. Cancellation by You

- If you wish to cancel your booking you must ring us during 9.00 am – 4.00pm, Monday – Friday (excl. Bank Holidays) on either 07768 358519 or 07979 708279, leaving a message if unanswered, alternatively email bikeabilityrdc@solihull.gov.uk between 9.00am -4.00pm, Monday – Friday (excl. Bank Holidays).

- If you, or the person for whom you have made the booking, misses any part of or withdraw during a course or training for any reason whatsoever, you will be deemed to have cancelled your booking without sufficient notice. Attendance at a subsequent course/training will require additional payment.

Level 2 Award in Cycle Instruction (incl. RPL route).

- We require no less than 30 days' notice before the start date of the relevant Course to give you a full refund*. If you give us notice 14 to 29 days before the start date of the relevant Course, we will refund* 50 percent of your fee. If you give us less than 14 days' notice before the start date of the relevant Course, there will be no refund.

*Less the 1st4sport registration fee and an administration fee of £29.50

Final Assessments and Registrations

- Rescheduling an observation: we require 14 days' notice if you wish to reschedule.
- Cancelling: Once we have registered you with 1st4Sport we cannot provide a refund if you decide not to proceed.

Any Other Course/Training

- We require 14 days' notice if you wish to reschedule. If you give us less than 14 days' notice before the start date of the relevant course, there will be no refund.

6. Cycles

- Participants must ensure that any bicycle they intend to use during a course is fully fit for purpose and of the correct size. Participants are responsible for the care and the security of their cycle while on a course.
- If a cycle that is being used during a course develops a fault or a mechanical problem such as a puncture it is the participant's responsibility to remedy the problem. If the cycle cannot be repaired and made fully roadworthy immediately the participant will not be able to remain on the course or training

7. Entry Requirements

- Certain courses and training require certain competencies or levels of experience. These will be made clear to you at the time of booking. If you are unsure as to whether the course is suitable, we recommend that you speak to us by phone before booking.

8. Your Behaviour

- You must not attend any course/training whilst under the influence of alcohol or drugs (excluding prescription medication).
- You are expected to interact with all Solihull RDC staff and other learners in a polite and respectful manner. Solihull RDC does not tolerate direct, indirect, associative or perceptive discrimination or abuse. If your behaviour is not in line with these values, or with any Code of Conduct you have agreed to as part of attending a specific course or training then you can expect to be challenged by the tutor. You may be asked to leave.
- Any objections from or about you concerning attendee behaviour will be dealt with in line with our Complaints Policy.

9. Your Property

- It is your responsibility to carry appropriate insurance to cover yourself and your property (including your bicycle) during attendance at any course.

- If you are inviting Solihull RDC to run a course or event on your premises, it is your responsibility to ensure that people and any property are adequately protected.

10. Liability

- We shall have no liability to you for any loss or damage to bicycles or other personal belongings which occurs during attendance at any course or training; any loss, damage, costs, expenses or other claims for compensation arising from a Course being cancelled, rescheduled, relocated or otherwise varied by us.
- Nothing in these terms and conditions affects any liability for death or personal injury caused by our negligence or for fraudulent misrepresentation, or your statutory rights as a consumer.