



DASH Training Terms & Conditions

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www.dashservices.org.uk



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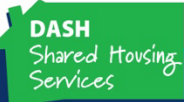
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Booking Confirmation

1. Organisations/Individual Delegate booking enquiries are required to register their interest to attend a DASH training session by emailing dashtraining@derby.gov.uk and completing the Booking Form provided.
2. Organisations/Individual Delegates will receive an email confirming a course/place has been provisionally reserved pending payment, along with a link for our online payment system, via Derby City Council, where you can pay by card.
 - 2.1. If you are unable to make a card payment we will accept a purchase order from your organisation to confirm the booking and will then raise an invoice for you to make payment.
3. Organisations/Individual Delegates will receive an email that payment has been received and your course/place has been confirmed.
4. Please note that places are not secured until payment is received or a purchase order is provided.
5. Joining instructions will be emailed to delegates no later than 2 weeks before the training session.
6. If delegates have not received joining instructions 72 hours before the training, please call 01332 642647 or 01332 641111 or email dashtraining@derby.gov.uk. We will provide any links for online sessions and training materials if required. Please note it is the responsibility of the delegate to ensure they receive the joining information, training materials and are available for the full training session.
7. Refunds will not be issued as a result of a failure to attend the training including, but not limited to, circumstances in which delegates do not receive joining instructions or training materials.

Payments

8. DASH bookings are via Derby City Council's online payment system. For large groups of delegates or in-house course we are able to issue invoices with a valid purchase order number.
9. Payments will be made by either raising a purchase order or through the link provided.
10. All payments must be received at least 30 calendar days before the training session date, if payment is not received by that date your booking will be cancelled.
11. All payments under these terms shall be in UK Pounds Sterling.

Cancellations

12. If organisations/delegates wish to cancel a booking/place on a course this must be made in writing to dashtraining@derby.gov.uk at least 15 working days before the training date and a full refund will be given. No refunds will be given within 15 working days of the training date.
13. Transfer of delegate names is permitted, with the exception of a training session that takes place over more than one day, all changes must be sent in writing to dashtraining@derby.gov.uk at least 48 hours before the course start date.
14. If training is cancelled or delegates are unable to attend due to reasons outside of DASH's control such as Covid government restrictions, travel interruptions, weather conditions etc. DASH will not be held liable.
15. DASH shall not be liable for any associated costs incurred (e.g. train tickets, hotel accommodation etc.) as a result of organisations/delegates cancelling any training booking/place on a course.
16. For courses that run over multiple days the same delegate must commit to attend all of the scheduled training sessions, swapping of days is not permitted.

Postponements of events

17. DASH reserve the right to cancel or postpone a training session at any time and for any reason and will give as much notice as possible in writing to the delegates.
18. If the delegate is unable to attend the re-arranged session a full refund will be given if they acknowledge and instruct DASH within 2 weeks of the new course date taking place.
19. DASH shall not be liable for any associated costs incurred (e.g. train tickets, hotel accommodation etc.) as a result of the cancellation or postponement of any training session

Intellectual Property Rights

20. DASH and its licensors shall retain ownership of all Intellectual Property Rights in the training materials and the content of any training sessions.
21. Delegates shall not copy, record, reproduce, distribute, publish, transmit or in any other way exploit the training materials or the content of any training sessions.

Data Protection

- 22. DASH processes personal data in accordance to the General Data Protection Regulation (UK GDPR), tailored by the Data Protection Act 2018.
- 23. DASH use your data for the purposes of processing your booking, administration and your contact details will be stored, this is in accordance to our Privacy Policy found [HERE](#) - [Privacy notices - Derby City Council](#)

Limitation of Liability

- 24. DASH accepts no responsibility for any loss incurred by using any information or material gained at our training sessions.
- 25. Delegates are responsible for their own property and any personal belongings left in a training venue is done so at the delegates' own risk.
- 26. DASH shall not be liable under any circumstances for any incidental, consequential, special, indirect or exemplary damages that arise from these terms & conditions, including business interruption, loss of business and loss of profits or the like.
- 27. Nothing in this agreement limits any liability which cannot legally be limited, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation or breach of the terms implied by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession).

General

- 28. Any reference to DASH in these terms shall also include a reference to Derby City Council.