Booking Terms

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Plain-language purpose

These terms govern bookings for Irene Education Ltd training, supported online learning, workshops, online access and programme delivery subscriptions. The accepted quotation identifies the services purchased. Service-specific requirements appear in the applicable schedule.

1. Contract and authority

- "Customer" means the organisation or individual named in the accepted quotation or booking. "Participant" includes any delegate, learner or practitioner attending or receiving access.
- A contract is formed when Irene Education confirms a booking after receiving online acceptance, a signed quotation, or another clear written acceptance.
- The person accepting for an organisation confirms that they have authority to do so. The accepted quotation, these Booking Terms, any Annual Programme Delivery Agreement, Practitioner Standards and selected Service Schedule(s) form the contract.
- If documents conflict, the order is: written special conditions in the quotation; applicable Service Schedule; Annual Programme Delivery Agreement; these Booking Terms.

2. Fees, invoices and payment

- Fees are those in the accepted quotation. Irene Education Ltd is not currently VAT registered.
- Unless the quotation says otherwise, invoices are due within 14 calendar days and must be paid before delivery or access begins.
- The Customer is responsible for purchase-order approval and accurate billing information. Internal approval delays do not change the due date unless agreed in writing.
- Reasonable pre-agreed travel, accommodation, venue or specialist costs are payable in addition to fees.
- Irene Education may suspend access, certification, resources or future delivery while undisputed sums remain overdue.

3. Eligibility and participant information

- The Customer will nominate suitable participants, provide accurate names and work email addresses, and disclose accessibility needs early enough for reasonable arrangements.
- Where training has prerequisites, each participant must complete them by the stated deadline. Failure to do so may prevent attendance or certification without a refund.
- Places and online accounts are personal and may not be shared. Substitutions require prior written approval and must meet the same prerequisites.

4. Changes and cancellation by the Customer

Notice before start	Organisational training / private delivery

More than 28 calendar days	One transfer to a mutually agreed date, subject to availability and any non-recoverable costs.
15–28 calendar days	50% of the booked fee remains payable.
14 calendar days or fewer / non-attendance	100% of the booked fee remains payable.

A named-participant substitution is normally preferable to cancellation where eligibility permits. Online access already issued is non-transferable and non-refundable except where required by law.

Booking Terms — continued

5. Open workshops

- Open workshops are £169 per person unless otherwise quoted, normally with a minimum of 3 and maximum of 10 participants.
- If the minimum is not reached, Irene Education may offer a transfer to another date or a full refund of the workshop fee paid. Irene Education is not responsible for consequential costs.
- A participant may transfer once to another available workshop if at least 7 calendar days' notice is given. Later cancellation or non-attendance is non-refundable, although a suitable substitute may attend with prior approval.

6. Changes or cancellation by Irene Education

- Irene Education may reasonably change the trainer, platform, sequence or venue while preserving the substance of the service.
- If delivery cannot proceed because of illness, low open-workshop numbers, safeguarding concerns, technical failure or events beyond reasonable control, Irene Education may reschedule or refund the affected undelivered fee. This is the Customer's sole financial remedy for cancellation by Irene Education, except where the law requires otherwise.

7. Online delivery and technology

- Participants need a suitable device, stable connection, private setting and working audio/camera where required.
- No participant may record, photograph, screen-capture, transcribe, stream or introduce an AI meeting assistant/bot without Irene Education's prior written permission.
- Irene Education is not responsible for a participant's local device, connection, firewall or organisational access restrictions. Reasonable troubleshooting will be provided.

8. Participation, wellbeing and safeguarding

- The work is educational and may include sensitive material. It is not therapy, crisis intervention, legal advice or a substitute for specialist services.
- Participants control what personal information they disclose. Confidentiality within a group is expected but cannot be guaranteed by Irene Education because other participants are independent people.
- Irene Education may pause or end participation where conduct is unsafe, discriminatory, disruptive, threatening, exploitative, or incompatible with safeguarding and learning. No refund is due where removal results from serious misconduct.
- Where a child or adult may be at risk, confidentiality may be limited and information may be shared lawfully and proportionately with the Customer's safeguarding lead or relevant services.

9. Completion and certificates

- Certificates depend on full attendance, participation, prerequisite completion and any stated assessment or evidence requirements.
- A certificate records the training completed. It does not by itself confer a regulated professional qualification, clinical competence, statutory status, authority to use third-party materials or permission to deliver Irene Education programmes.

10. Intellectual property

- Irene Education and its licensors retain all rights in programmes, presentations, manuals, journals, videos, worksheets, branding and online content.
- Materials are licensed only for the use expressly described in the quotation and applicable schedule. They may not be copied, adapted, translated, rebranded, resold, uploaded, published, used to train others or used to create derivative programmes without written permission.

Booking Terms — continued

11. Data protection and confidentiality

- Each party is responsible for complying with applicable data-protection law for the personal data it controls.
- The Customer will not send unnecessary sensitive participant information to Irene Education. Irene Education will use booking and training information for administration, delivery, support, quality assurance, safeguarding, certification and lawful record-keeping.
- The Customer remains responsible for its own participant records, privacy information, lawful basis, retention, security and responses to data-subject requests.

12. Responsibility and liability

- The Customer retains responsibility for its service, staffing, participant selection, supervision, safeguarding, risk decisions, referrals, data handling, insurance and compliance with law and professional duties.
- Irene Education does not guarantee that training will prevent abuse, predict behaviour or remove risk. Outcomes depend on application, context and factors outside Irene Education's control.
- Nothing excludes liability that cannot legally be excluded. Subject to that, Irene Education is not liable for indirect or consequential loss, loss of profit, revenue, opportunity, goodwill or anticipated savings. Irene Education's total liability arising from a service is limited to the fees paid for that service in the preceding 12 months.

13. General

- Neither party is liable for delay caused by events beyond reasonable control, provided it communicates promptly and takes reasonable steps to reduce the effect.
- A failure to enforce a term is not a waiver. If a term is invalid, the remainder continues. The Customer may not transfer the contract without written approval.
- Changes must be agreed in writing. Email and online acceptance records may be used as evidence of agreement.
- The contract is governed by Scots law and the Scottish courts have exclusive jurisdiction.

Contact

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