

TERMS AND CONDITIONS FOR INDIVIDUAL APPLICANTS**Abbreviations:**

HA = Host Administrator LLT = Later Life Training

Individual applicants = Self-paying or other local funding applicants recruited through LLT

Course Dates and Applicants:

An *individual applicant* is either placed on a pre-arranged/pre-booked course organised by a HA **or** is placed on an LLT course comprising solely *individual applicants*.

1. A completed online booking form is required to secure a booking on a course. The booking form must be received at least one week before the start date of the booked course. Once confirmed in writing, course dates will only change for exceptional reasons. *Individual applicants* will be informed by LLT of any course date changes as soon as these occur. If the individual applicant cannot attend the rearranged dates they, or their funder, will receive a full refund of any course fees paid.
2. A minimum of 8 applicants is required to run a course. In the event that LLT do not receive the sufficient number of bookings to run a course, LLT reserve the right to defer or cancel course dates. If this does occur, individual applicants, or their funder, will receive a full refund of any course fees paid.

Candidate Eligibility and Application:

3. The Individual Applicant undertakes to check that they meet the eligibility criteria to undertake the course (see LLT Website). LLT will advise on eligibility, if requested.
4. LLT will offer support to candidates with individual learning needs. It is the candidate's responsibility to inform LLT of any individual needs on their booking form so that appropriate support, **within reason**, can be provided. For any learning needs, a professional report **must** be submitted with the booking form.
5. The individual applicant must ensure that they are able to meet the requirements with regard to access to suitable internet connections and software requirements. We recommend using the most up to date version of one of the following browsers: Google Chrome, Mozilla Firefox, and Microsoft Edge – please note that we don't recommend using Internet Explorer. **The individual applicant must also check that their browser is compatible by following the [test link](#) on the relevant course event page before booking.**
6. The Individual applicant is responsible for providing LLT with a completed booking form at least **one** week before the course commences (3 weeks prior to the interactive online session). Insufficient notice of the Individual applicant's details **will** result in late arrival of portal login details which will delay the start of pre-course work (refer to point 7 below).
7. LLT will send out course joining instructions, by email, to all *individual applicants* at least **one** week before commencement of the course.
8. **Substitution** of *individual applicants* is permitted, it is the individual applicants responsibility to advise LLT of the substitute applicant's name and contact details. LLT **cannot** take responsibility for late arrival of course joining instructions to the new *individual applicant* if the substitution is within one week of course commencement.

Fees, Cancellation & Deferral:

9. The full course comprises self-directed individual learning tasks online, complimented by one interactive session on the portal and one face to face training day.
10. The full course cost includes all administration, online resources and certification. **All Individual applicants must inform LLT at time of booking, if their funder is part of a SHARED BUSINESS SERVICE and supply a Purchase order number.**

11. *LLT* will issue an **invoice** to individual applicants booked onto the course or their funder. Payment is to be received by *LLT* before the course start date, unless otherwise agreed by *LLT*. If payment is not received by this time, *LLT* reserve the right to withhold access to the course.
12. If, after booking, an individual applicant wishes to defer their place to a later course, a **£20** admin fee will be charged to transfer the place, irrespective of reason.
13. **Cancellation** of a course booking by an *individual applicant* will incur a cost, which will be on a sliding scale. Cancellation with **more than two weeks'** notice by an *individual applicant* will result in a refund, less an administration fee of £20. **Cancellation** with **less than two weeks'** notice by an *individual applicant* will result in the applicant still being liable for the **full course fee**. Cancellation, with less than two weeks' notice, for medical reasons will be accepted only with a signed MED 3 Certificate and a refund will be made less an administration fee of **£20**. Medical certificates **must** be received by the *LLT* Office **before** the course start date. Backdated Medical Certificates, letters or notes that do not confirm that the named person was examined will not be accepted.
14. Force Majeure - Neither Party shall be liable for any breach of this Agreement resulting from that Party being prevented, hindered or delayed from observing or performing its obligations hereunder by an act beyond its reasonable control. The Party affected will as soon as reasonably possible give notice to the other Party of the occurrence of such event. Where a Force Majeure event prevents the attendance at a course, or the running of a course, the Parties agree to delay the booking until circumstances permit.
15. *LLT* will issue an **Attendance Certificate**, within **four** weeks of the end of the course, to all candidates who attended all course sessions.

Date of Issue of these Terms and Conditions – February 2022.

Later Life Training Ltd reserves the right to change and re-issue these Terms and Conditions at any time.