

LearnTech – Terms of Business for Paid Courses (Individual Consumers)

1. Definitions

- **“LearnTech”** is the trading name of Technical Professionals Limited, the course provider.
 - **“You” / “the Consumer”** means the individual purchasing the Course for personal use.
 - **“Course”** means any training programme or standalone learning product offered by LearnTech.
 - **“Agreement”** means these Terms of Business together with your Course booking confirmation.
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2. Booking and Enrolment

2.1 By booking a Course, you agree to these Terms of Business.

2.2 Your place on the Course is confirmed once LearnTech has received payment in full.

2.3 You are responsible for ensuring you meet any stated entry requirements before enrolling.

3. Fees and Payment

3.1 All prices shown to consumers are inclusive of VAT (if applicable) and stated in GBP.

3.2 Payment must be made in full prior to enrolment.

3.3 Course fees are as advertised on the LearnTech website at the time of booking.

4. Your Right to Cancel (*Statutory 14-Day Cooling-Off Period*)

4.1 If you book online, by phone, or by email, you have the right to cancel your booking within **14 calendar days** from the day after the contract is made and receive a full refund.

4.2 If the Course starts within this 14-day period and you have **expressly agreed** to this and acknowledged that you will lose your right to cancel once the Course has begun (or once you access digital course materials), you will not be entitled to a refund if you later cancel.

4.3 To cancel, you must notify LearnTech in writing (email is acceptable) within the applicable time period. Refunds will be made to your original payment method within 14 days.

5. Cancellations by You Outside the Cooling-Off Period

5.1 If you cancel more than **5 working days before** the Course start date (and outside the

statutory cooling-off period), you will receive a full refund.

5.2 If you cancel **5 working days or less** before the Course start date, or after the Course has started, no refund will be given.

6. Changes and Cancellations by LearnTech

6.1 In the unlikely event that LearnTech has to reschedule or cancel a Course, you may choose to:

- Transfer to a new date (with any discount offered), or
- Receive a full refund of fees paid.

6.2 If a course date is moved and you choose to continue, a 20% discount will be applied.

6.3 If a course cannot proceed and you choose to defer to the next available date, a 25% discount will be applied.

7. Course Access and Use

7.1 Unless otherwise stated, online Course materials will be available to you for **12 months** from the date of enrolment.

7.2 Course materials are provided for your personal, non-commercial use only.

7.3 You may not copy, share, distribute, or resell any Course content without written permission.

8. LearnTech's Responsibilities

8.1 LearnTech will deliver the Course with reasonable care and skill, in line with its description at the time of purchase.

8.2 Course content may be updated to reflect changes in industry standards or regulations.

8.3 Nothing in these terms affects your statutory rights under the Consumer Rights Act 2015.

9. Limitation of Liability

9.1 LearnTech is not liable for any loss of profit, loss of business, or indirect/consequential losses.

9.2 Our total liability for any claim arising out of this Agreement is limited to the amount you have paid for the Course.

9.3 Nothing in this Agreement limits or excludes liability for death, personal injury, fraud, or services not provided with reasonable care and skill.

10. Data Protection

LearnTech processes your personal data in accordance with its Privacy Policy and UK GDPR regulations. The Privacy Policy is available on the LearnTech website.

11. Dispute Resolution

If you have a complaint, we will make every effort to resolve it promptly and amicably. If we cannot resolve it, you may use an approved Alternative Dispute Resolution (ADR) provider.

12. General

12.1 These terms represent the entire agreement between you and LearnTech.

12.2 Any variation to these terms must be agreed in writing.

12.3 This Agreement is governed by the laws of England and Wales.

Model Cancellation Form

(Complete and return by email this form only if you wish to cancel the contract within the 14-day statutory cooling-off period)

To:

LearnTech (Technical Professionals Limited)

Email: cancellations@learn-tech.com

I hereby give notice that I cancel my contract for the supply of the following course:

- **Course name:** _____
- **Order/booking reference:** _____
- **Date of booking:** _____

Consumer's name: _____

Consumer's address: _____

Signature: _____ *(only if sending on paper)*

Date: _____