

TERMS of Sale of TRAINING SERVICES

BACKGROUND:

1. These Terms of Sale set out the terms and conditions on which Courses are sold by Us to business clients.
2. Terms and information that are specific to Courses presented by a Trainer from Our premises or via Our Site are set out in the attachment below for ease of reference, but they will have the same effect as if set out in these Terms of Sale.
3. Before You can begin any Course, You will first have to sign into your Account. You will not be able to access Course Module/s unless, as part of the process of setting up your Account, You first accept and agree to comply with and be bound by these Terms of Sale and the attachment.
4. These Terms of Sale, as well as any and all Contracts, are in the English language only.
5. These Terms of Sale apply only to the sale of Courses; the terms governing use of Our Site are separate and are set out on Our Site under the heading Policies & Procedures.
6. Definitions and Interpretation

In these Terms of Sale, unless the context otherwise requires, the following expressions have the following meanings:

“Account” means the account, referred to in Sub-Clause 7.1, that You must set up with Us in order to purchase any Course;

“Background Items” means additional resources (background and other information or material) forming part of, or complementary to, the training, instruction, consultation, or information sessions to be provided to You, which resources may be downloadable or viewable as text/graphics;

“Contract” means a contract between Us and You for the purchase of a Course for You to access any Course Module/s, as explained in Clause 7;

“Data

Protection

“Legislation” means all applicable legislation in force from time to time in the United Kingdom applicable to data protection and privacy including, but not limited to, the UK GDPR (the retained EU law version of the General Data Protection Regulation ((EU) 2016/679), as it forms part of the law of England and Wales, Scotland, and Northern Ireland by virtue of section 3 of the European Union (Withdrawal) Act 2018); the Data Protection Act 2018 (and regulations made thereunder); and the Privacy and Electronic Communications Regulations 2003 as amended;

“Course Module/s” means any

1 session of training, instruction, teaching, mentoring, consulting, information, or advice or guidance; or

2 consultation session concerning Your requirements for training, instruction, teaching, mentoring, consulting, information, or advice or guidance; or

3 any related materials or other information which We offer, comprising any content (including text, graphics, images, audio, video and other content)

sold by Us and made available by Us via classroom based learning or Our Site by means of two way synchronous live stream audio and/or video technology, e.g. Zoom, GoToMeeting, Skype for Business (part of Teams), WebEx.

Course Module/s will be more fully described in other information that We give or make available to You before You order a Course. That information may include the name of any Trainer presenting any content on Our behalf but whether it does or does not do so, We may, if so We decide in Our discretion, at any time and without notice substitute any other Trainer(s) who is suitably qualified and experienced;

“Course” means a course or training programme purchased by You which provides You with access to Course Module/s which comprises:

1 one or more specific single events or items; and/or one or more series or collections of two or more specific events or items; and/or

2 one or more or all types of events or items available on or via Our Site; and/or

3 the Background Items.

We will give You information about the period of access to (a), (b) and (c) before You purchase the Course which will include the information described in Sub-Clause 7.4.5.

Every Course will include access to the Background Items for the whole period of the Course, and they will all be accessible as soon as We have sent You a Course Confirmation;

“Course Confirmation” means Our acceptance and confirmation of Your purchase of a Course;

“Course ID” means the reference number for Your Course;

“Trainer” means the trainer, instructor, teacher, coach, mentor, counsellor or other individual who interacts with You;

“We/Us/Our” means Azita Hair, Beauty and Aesthetics Academy, a company registered in England under 11497154, whose registered address is 1119 Warwick Road, Acocks Green, Birmingham, B276RA; and

“You” means the business client, including their employees which sets up an Account and purchases Courses and accesses and uses any Course Module/s, and where You purchase any Course Module/s so that You can allow access to it and use of it by any members of Your staff, it includes (subject to Sub-Clause 18.4) those members of staff as and where the context permits.

1. 1 Information About Us

1. Our Site, <https://azitaacademy.co.uk>, is owned and operated by Us. Our VAT number is 380387676.

2. We are registered with and regulated by the CPD Group and the CPD consultants and Beautyguild.

3. We are a member of the Association of Beautyguild.

4. Our training is endorsed and insured by Insync and Finch Insurance Group

2. Contacting Us

1. If You wish to contact Us with general questions, You may contact Us by telephone at 07427108863 by email at Azitaacademy@yahoo.com , or by post at 1119 Warwick Road, Acocks Green, Birmingham, B276RA.

2. To make a complaint, see Clause 15.

3. Access to and Use of Our Site

1. Access to Our Site is free of charge.

2. It is Your responsibility to make any and all arrangements necessary in order to access Our Site.

3. Access to Our Site is provided “as is” and on an “as available” basis. We may alter, suspend or discontinue Our Site (or any part of it) at any time and without notice. We will not be liable to You in any way if Our Site (or any part of it) is unavailable at any time and for any period.

4. Use of Our Site is subject to Our Website Terms of Use. Please ensure that You have read them carefully and that You understand them.

4. Business Clients

5.1 These Terms of Sale and the attachment apply to business clients only. These Terms of Sale do not apply to individual consumers purchasing Course Module/s for personal use (that is, not in connection with, or for use in, their trade, business, craft, or profession).

1. These Terms of Sale constitute the entire agreement between Us and You with respect to Your purchase of Courses and Course Module/s from Us. You acknowledge that You have not relied upon any statement, representation, warranty, assurance, or promise made by or on behalf of Us that is not set out in these Terms of Sale and that You shall have no claim for innocent or negligent misrepresentation or negligent misstatement based upon any statement herein.

2. We reserve the rights to decline or refuse admission to any or all of Our Courses or Course Module/s.

1. Courses, Course Module/s, Pricing and Availability

1. We may from time to time change Our prices and advertise special offers and promotions. Special offers and promotions may be for a limited time only and can expire or be withdrawn at any time without notice. Changes in price will not affect any Course that You have already purchased but will apply to any subsequent renewal or new Course. We will inform You of any change in price at least 14 days before the change is due to take effect.

2. Minor changes may, from time to time, be made to certain Course Module/s, for example, to reflect changes in relevant laws and regulatory requirements, or to address technical or security issues. These changes will not alter the main characteristics of the Course Module/s and should not normally affect Your use of that Course Module/s. However, if any change is made that would affect Your use of the Course Module/s, suitable information will be provided to You.

3. In some cases, as described in the relevant content descriptions, We may also make more significant changes to the Course Module/s. If We do so, We will inform You at least 14 days before the changes are due to take effect.

4. Where any updates are made to Course Module/s, that Course Module/s will continue to match Our description of it as provided to You before You purchased Your Course for access to the Course Module/s. Please note that this does not prevent Us from enhancing the Course Module/s, thereby going beyond the original description.

5. We make all reasonable efforts to ensure that all prices shown on Our Site are correct at the time of going online. Changes in price will not affect any order for a Course that You have already placed (please note Sub-Clause 6.9 regarding VAT, however).

6. All prices are checked by Us before We accept Your order. In the unlikely event that We have shown incorrect pricing information, We will contact You in writing to inform You of the mistake. If the correct price is lower than that shown when You made Your order, We will simply charge You the lower amount and continue processing Your order. If the correct price is higher, We will give You the option to purchase the Course at the correct price or to cancel Your order (or the affected part of it). We will not proceed with processing Your order in this case until You respond. If We do not receive a response from You within 7 calendar days, We will treat Your order as cancelled and notify You of this in writing.

7. If We discover an error in the price or description of Your Course after Your order is processed, We will inform You immediately and make all reasonable efforts to correct the error. You may, however, have the right to cancel the Contract if this happens. If We inform You of such an error and You do wish to cancel the Contract, please refer to Sub-Clause 12.4.

8. Prices on Our Site are shown inclusive of VAT. If the VAT rate changes between Your order being placed and Us taking payment, the amount of VAT payable will be automatically adjusted when taking payment.

9. All Course content remains the property of Us and is licenced to you to use on a royalty free basis only for the period of the Course and as reference material solely by You for use in practice.

10. You will not disclose to any person or use for any purpose other than as prescribed within these terms the Course or its content.

11. Courses run for 1 calendar month unless otherwise agreed.

12. The availability and characteristics of live models utilized in the training courses may be subject to variation due to factors beyond the control of Azita Hair, Beauty and Aesthetics Academy. Such factors may include, but are not limited to, unforeseen unavailability, scheduling conflicts, or other extenuating circumstances.

13. Courses offered at discounted rates may differ from standard courses in terms of duration, models used, timeframe, and/or the contents of kits provided.

2. Orders – How Contracts Are Formed

1. Upon purchase of Your course via telephone, You will receive an email with a login for the online learning portal. You will then be required to follow the link and proceed to set up an account. Our Student Support Department will then send You an email with further information and contact details.

2. If, during the order process, You provide Us with incorrect or incomplete information (including any incorrect or incomplete information about You or the type of Course Module/s that You require) please contact Us as soon as possible. If We are unable to process Your order due to incorrect or incomplete information, We will contact You to ask to correct it. If You do not give Us the accurate or complete information within a reasonable time of Our request, We will cancel Your order and treat the Contract as being at an end. We will not be responsible for any delay in the availability of Course Module/s that results from You providing incorrect or incomplete information.

3. No part of Our Site constitutes a contractual offer capable of acceptance. Your order to purchase a Course constitutes a contractual offer that We may, at Our discretion, accept. Our acknowledgement of receipt of Your order does not mean that We have accepted it. Our acceptance is indicated by Us sending You a Course Confirmation by email. Only once We have sent You a Course Confirmation will there be a legally binding Contract between Us and You.

4. Course Confirmations shall contain the following information:

1. Confirmation of the Course ordered including full details of the Course name, the main characteristics of the Course and Course Module/s available as part of it; and

2. The duration of Your Course (including the start date, and the expiry).

3. In relation to any video (live or recorded) event, item, series, collection or type/s of events or items constituting the Course Module/s, the period during which it can be accessed which will be the whole period of the Course.

5. An invoice including fully itemised pricing for Your Course including, where appropriate, taxes, VAT and other additional charges, will be sent to You via email.

6. In the unlikely event that We do not accept or cannot fulfil Your order for any reason, We will explain why in writing. No payment will be taken under normal circumstances. If We have taken payment any such sums will be refunded to You.

7. Where we agree to make a refund to You it will be less any qualification registration costs and an administration charge.

8. Refunds under this Clause 7 will be made via cheque.

1. Where You need to postpone Your or Your staff's attendance on a Course or in obtaining Course Module/s you must do so on not less than 7 days' notice via email to: Azitaacademy@yahoo.com. Failure to do so will result in You losing your entitlement to that element of the Course Module/s.

1. Payment for Courses

1. Payment for Courses must always be made in advance. Your chosen payment method will be charged when We process Your order and send You a Course Confirmation.

2. We accept the following methods of payment:

1. BACS, Faster Payment or Electronic Bank Transfer; or
2. Visa or Mastercard, Debit or Credit Card; or
3. Cash, provided in person and You bring with your payment proof of address and photo ID such as driving licence or passport.

3. If You do not make any payment due to Us on the agreed date and time, We will suspend Your access to Course Module/s. For more information, please refer to Sub-Clause 9.5. If You do not make payment within 7 calendar days of Our reminder, We may cancel the Contract. Any outstanding sums due to Us will remain due and payable. All deposits are non-refundable.

4. If You believe that We have charged You an incorrect amount, please contact Us at Azitaacademy@yahoo.com as soon as reasonably possible to let Us know.

2. Provision of Course Module/s

1. We undertake to make available to You on these Terms of Sale the Course Module/s which You purchase but if You choose not to access or make any permitted use of some or all of that Course Module/s or, for any reason not attributable to Us, You are unable to do so, You will not be entitled to any refund.

2. Course Module/s appropriate to Your Course will be available to You immediately from when We send You a Course Confirmation for the duration of Your Course, or until the Contract is otherwise ended, on and subject to the following:

9.2.1 An item of Course Module/s requested will be available when stated in the information that We provide about it before You place Your order, either (a) if it is a classroom based item, the time and date when it is scheduled to be available and to start; or (b)) if it is an online theory it will be immediately available on Your online learning portal; or

1. We will use reasonable endeavours to make Course Module/s available and start it at the time it is scheduled to start, but the start may be delayed by other circumstances. We will not be liable for any such delay.

2. In some limited circumstances, We may need to suspend the provision of Course Module/s (in full or in part) for one or more of the following reasons:

1. Staff illness or availability;

2. To fix technical problems or to make necessary minor technical changes as described above in Sub-Clause 6.2;

3. To update the Course Module/s to comply with relevant changes in the law or other regulatory requirements as described above in Sub-Clause 6.2;

4. To make more significant changes to the Course Module/s, as described above in Sub-Clause 6.3.

3. If We need to suspend availability of the Course Module/s for any of the reasons set out in Sub-Clause 9.3, We will inform You in advance of the suspension on not less than 48 hours' notice and explain why it is necessary (unless We need to suspend availability for reasons set out in Sub-Clause 9.3.5 or emergency reasons such as a dangerous problem with the Course Module/s, in which case We will inform You as soon as reasonably possible after suspension). We will endeavour to provide a replacement date for Your Course within a reasonable time. If the suspension lasts (or We tell You that it is going to last) for more than 6 months, You may end the Contract as described below in Sub-Clause 12.2.

4. We may suspend provision of the Course Module/s as follows if We do not receive payment on time from You. We will inform You of the non-payment on the due date, however if You do not make payment within 7 calendar days of Our notice, We may suspend provision of the Course Module/s until We have received all outstanding sums due from You. If We do suspend provision of the Course Module/s, We will inform You of the suspension. You will not be charged for any Course Module/s while provision is suspended.

5. Where you fail to pass any specific continuing professional development certification or training provided by Us, We will provide Course Module/s access.

6. To enable You to obtain the most from Course Module/s all pre-study and online theory, including exam, must be completed by You or Your staff in order for You or Your Staff to attend any Course.

7. We will use Our reasonable endeavours to facilitate live models for all Courses where appropriate. In the event that pre-booked models cancel, and the tutor agrees that You have not seen the requisite number of models, We will use our reasonable endeavours to offer a date to return to complete your practical with an agreed number of live models.

8. You will be refused access to a classroom-based Course and its Course Module/s if You have not completed Your online pre-study, theory and exam.

9. If You arrive more than 15 minutes after the start of a Course and unless We have been advised in advance You will be refused entry into the classroom.

10. You must attend all Courses with appropriate foot wear and suitable clinical clothing (scrubs, tunic etc.) You will not be allowed to complete your practical training if You are not appropriately dressed. Hair must be kept up and tidy also nails must be kept at an appropriate length. When working in a professional environment We expect all students to behave in a professional manner to both Our staff and Models.

11. Certification will be issued via Your email (dependent on the course purchased) within 7 days of finalising Your inhouse practical training.

1. Licence

10.1 We will own (and retain) all intellectual property rights (at all times throughout the world) in all Course Module/s but when You purchase a Course to access Course Module/s We will grant You a limited, non-exclusive, non-transferable, non-sublicensable licence for You to access, participate in and use the relevant Course Module/s for the purposes of training You or Your staff, subject to the restrictions contained in Sub-Clause 10.2. The licence granted does not give You any rights in Our Course Module/s (including any material that We may licence from third parties).

10.2 The licence granted under Sub-Clause 10.1 is subject to the following usage restrictions:

1. You may not copy, rent, sell, publish, republish, share, broadcast or otherwise transmit the Course Module/s (or any part of it) or make it available to the public except as permitted under the Copyright Designs and Patents Act 1988 (Chapter 3 'Acts Permitted in relation to Copyright Works'); and

10.2.2 You may not use any two-way livestream facility which is or is part of a Course Module/s item or event to communicate or make accessible to any other person (other than any member of Your staff) accessing or participating in that item or event anything (by voice, text, image or otherwise) except for a query about or contribution to that item or event which is proper having regard to the content of that item or event.

1. Ending Your Course

1. Subject to Clause 11.2, You may cancel Your Course at any time in the first 14 days after its initial purchase. However, subject to Clause 12, We cannot offer any refunds and You will continue to have access to the Course Module/s for the remainder of Your current Course (up until the renewal or expiry date, as applicable), whereupon the Contract will end.

2. You are unable to cancel any Course that is or was discounted or provided at a reduced rate.

3. If You wish to exercise Your right to cancel under this Clause 11, You may inform Us of Your cancellation in writing on not less than 14 days written notice. Cancellation by post is effective from the date on which we receive Your written notice. Please use the following details:

1. Post: Azita Hair, Beauty and Aesthetics Academy, 1119 Warwick Road, Acocks Green, Birmingham, B276RA.

in each case, providing Us with Your name, address, email address, telephone number, and Course ID.

1. Refunds under this Clause 11 will be issued to You as soon as possible, and in any event within 28 calendar days of the day on which You inform Us that You wish to cancel.

2. Refunds under this Clause 11 will be made via cheque.

3. Refunds will be subject to an administration charge.

1. Ending the Contract Because of Something We Have Done (or Will Do)

1. If We have suspended availability of the Course Module/s for more than 6 months, or We have informed You that We are going to suspend availability for more than 6 months, You may end the Contract immediately, as described in Sub-Clause 9.4. If You end the Contract for this reason, We will issue You with a refund that takes into account any of the Course Module/s already accessed or utilised.

2. You also have a legal right to end the Contract at any time if We are in breach of it. You may also be entitled to a full or partial refund and compensation.

3. If You wish to exercise Your right to cancel under this Clause 12, You may inform Us of Your cancellation in writing on not less than 14 days written notice. Cancellation by post is effective from the date on which we receive Your written notice. Please use the following details:

1. Post: Azita Hair, Beauty and Aesthetics Academy, 7th star.Ltd, 1119 Warwick Road, Acocks Green, Birmingham, B276RA.

providing Us with Your name, address, email address, telephone number, and Course ID.

1. We may ask You why You have chosen to cancel and may use any answers You provide to improve Our content and services, however, please note that You are under no obligation to provide any details if You do not wish to.

2. Refunds under this Clause 12 will be issued to You as soon as possible, and in any event within 28 calendar days of the day on which You inform Us that You wish to cancel.

3. Where we agree to make a refund to You it will be less any qualification registration costs and an administration charge.

1. Our Liability

1. Subject to Sub-Clause 13.3, We will not be liable to You, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, loss of business, interruption to business, for any loss of business opportunity or loss of anticipated savings, or for any indirect or consequential loss arising out of or in connection with any contract between You and Us.

2. Subject to Sub-Clause 13.3, Our total liability to You for all other losses arising out of or in connection with any contract between You and Us, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall be 100% of the total sums paid by You under the contract in question, whichever is the greater sum.

3. Nothing in these Terms of Sale seeks to limit or exclude Our liability for death or personal injury caused by Our negligence (including that of Our employees, agents or Sub-contractors), for fraud or fraudulent misrepresentation, or for any other matter in respect of which liability cannot be excluded or restricted by law.

2. Events Outside of Our Control (Force Majeure)

1. We will not be liable for any failure or delay in performing Our obligations where that failure or delay results from any cause that is beyond Our reasonable control. Such causes include, but are not limited to: power failure, internet service provider failure, strikes, lock-outs or other industrial action by third parties, riots and other civil unrest, fire, explosion, flood, storms, earthquakes, subsidence, acts of terrorism (threatened or actual), acts of war (declared, undeclared, threatened, actual or preparations for war), epidemic (i.e. Covid) or other natural disaster, or any other similar or dissimilar event or circumstance that is beyond Our reasonable control.

2. If any event described under this Clause 14 occurs that is likely to adversely affect Our performance of any of Our obligations under these Terms of Sale:

1. We will inform You as soon as is reasonably possible;

2. We will take all reasonable steps to minimise the delay;

3. To the extent that We cannot minimise the delay, Our affected obligations under these Terms of Sale (and therefore the Contract) will be suspended and any time limits that We are bound by will be extended accordingly;

4. We will inform You when the event outside of Our control is over and provide details of any new dates, times or availability of Course Module/s as necessary;

5. If the event outside of Our control continues for more than 90 calendar days We will cancel the Contract and inform You of the cancellation. Any refunds due to You as a result of that cancellation will be paid to You as soon as is reasonably possible and in any event within 30 calendar days of the date on which the Contract is cancelled and will be made using the same payment method that You used when ordering Your Course;

3. If an event outside of Our control occurs 180 calendar days and You wish to cancel the Contract as a result, You may do so cancellation in writing on not less than 14 days written notice. Cancellation by post is effective from the date on which we receive Your written notice. Please use the following details:

1. Post: Azita Hair, Beauty and Aesthetics Academy, 7th star.Ltd, 1119 Warwick Road, Acocks Green, Birmingham, B276RA.

in each case providing Us with Your name, address, email address, telephone number, and Order Number. Any refunds due to You as a result of such cancellation will be paid to You as soon as is

reasonably possible and in any event within 14 calendar of the date on which the Contract is cancelled and will be made using the same payment method that You used when ordering Your Course.

1. Communication and Contact Details

1. If You wish to contact Us with general questions or complaints, You may contact Us using the details stated at Clause 3, above.

2. Complaints and Feedback

1. We always welcome feedback from Our clients and, whilst We always use all reasonable endeavours to ensure that Your experience as a client of Ours is a positive one, We nevertheless want to hear from You if You have any cause for complaint.

2. All complaints are handled in accordance with Our complaints handling policy and procedure, which are available via email Azitaacademy@yahoo.com.

3. If You wish to give Us feedback about any aspect of Your dealings with Us, please contact Us in one of the following ways:

1. In writing, addressed to addressed to Office of Maxine McCarthy, 2b South Stage, Michigan Avenue, Salford, M50 2GY.

16.3.2 By email, addressed to Azitaacademy@yahoo.com FAO The Manager;

16.3.4 By contacting Us by telephone on 07427108863 and choosing option 2 when prompted.

1. How We Use Your Personal Information (Data Protection)

1. All personal data that We may use will be collected, processed, and held in accordance with the provisions of the Data Protection Legislation and Your rights thereunder.

2. For complete details of Our collection, processing, storage, and retention of personal data including, but not limited to, the purpose(s) for which personal data is used, the legal basis or bases for using it, details of Your rights and how to exercise them, and personal data sharing (where applicable), please refer to Our Privacy Policy [https://azitaacademy.co.uk /data-protection-policy/](https://azitaacademy.co.uk/data-protection-policy/) .

18 Other Important Terms

18.1 We may transfer (assign) Our obligations and rights under these Terms of Sale (and under the Contract, as applicable) to a third party (this may happen, for example, if We sell Our business). If this occurs, You will be informed by Us in writing. Your rights under these Terms of Sale (and the Contract) will not be affected and Our obligations under these Terms of Sale (and the Contract) will be transferred to the third party who will remain bound by them.

18.2 You may not transfer (assign) Your obligations and rights under these Terms of Sale (and under the Contract, as applicable) without Our express written permission.

18.3 The Contract is between You and Us. It is not intended to benefit any other person or third party in any way and no such person or party will be entitled to enforce any provision of these Terms of Sale.

18.4 Without prejudice to the generality of Sub-Clause 18.3, where any member of Your staff accesses or uses any Course Module/s pursuant to a Course purchased by You, no contractual relationship will arise between Us and that member of staff, You and that member of staff will not be deemed to be an agent of the other in connection with Your Course, and We will have no responsibility or liability to that member of staff for any Course Module/s that they access or use or that We provide or fail to provide.

18.5 If any of the provisions of these Terms of Sale are found to be unlawful, invalid or otherwise unenforceable by any court or other authority, that / those provision(s) shall be deemed severed from the remainder of these Terms of Sale. The remainder of these Terms of Sale shall be valid and enforceable.

18.6 No failure or delay by Us in exercising any of Our rights under these Terms of Sale means that We have waived that right, and no waiver by Us of a breach of any provision of these Terms of Sale means that We will waive any subsequent breach of the same or any other provision.

1. We may revise these Terms of Sale from time to time in response to changes in relevant laws and other regulatory requirements. If We change these Terms of Sale as they relate to Your Course, We will give You reasonable advance notice of the changes and provide details of how to cancel if You are not happy with them (also see Sub-Clause 12.1 above).

2. We will not tolerate slanderous comments made on any public forum and/or social media. If You have any concerns or complaints, You must raise these with Us via email: Azitaacademy@yahoo.com. Any defamation of the Company will be dealt with by Our legal representatives.

3. We have a zero-tolerance policy for any disruption or abuse towards Our staff and reserve the right to remove You from Your training should You breach this with no remuneration on any funds paid.

1. Disability & Reasonable Adjustment Policy

1. We have a disability and reasonable adjustment policy, which we are happy to discuss if you think it may be relevant to you.

2. A reasonable adjustment involves making a change to the way that We usually do things to ensure that we are fair to all of our clients. This may involve:

1. departing from Our usual practice in the way We do things, if we find that the current position places that person at a substantial disadvantage, for instance by allowing more time than We usually would for someone to respond or provide information; or

2. providing specialist equipment or additional support, such as a sign language interpreter for a meeting or event; or

3. making sure Our buildings do not present obstacles for disabled people, for instance by providing ground level access and provision for the required activity.

3. We will not make assumptions about whether a disabled person requires any adjustments or about what those adjustments should be. We will discuss the requirements with the person concerned and seek to reach agreement on what may be reasonable in the circumstances.

20 Law and Jurisdiction

20.1 These Terms of Sale, and the relationship between You and Us (whether contractual or otherwise) shall be governed by, and construed in accordance with, English law.

20.2 Any disputes concerning these Terms of Sale, or the relationship between You and Us (whether contractual or otherwise) shall be subject to the jurisdiction of the courts of England and Wales.

Amount

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