



Mountbatten School Services Ltd (trading as Personal Best Education) Activity Booking – Terms & Conditions

Fees

Payments must be made in full in advance of the course date. Anyone turning up to a course/class without registering and paying may be refused access. Payments are processed by Debit/Credit card through our site <https://personalbesteducation.com/book/>. If you are having difficulties in making payment, then please phone 01794 510225 to discuss.

Please note that when booking, if the course has already started then you may still be liable for the full cost of the course.

Discounts

Please ensure promotional discounts are applied at the point of booking and before payment details are entered. Personal Best Education reserves the right to remove promotions at any point and without notice.

Cancellations by the Delegate/Refunds

Notice given by the delegate (prior to course date)	Applicable fee/procedure
More than one calendar month	A refund can be requested for no additional charge.
Between one calendar month and two weeks	For cancellations, 50% of the course costs will be refunded
Between one week and two weeks	For cancellations, 25% of the course will be refunded
Between one week and start time of the course	No refund is payable.

When booking a class package that includes a complimentary session, please note that if a delegate needs to cancel, the full package, both paid and complimentary sessions, will be considered non-transferable and non-refundable.

Alterations/Cancellations of courses by Personal Best Education/Mountbatten School Services Ltd

Personal Best Education reserves the right to amend course details, including content, timing, trainer, date, or venue, if necessary. In the unlikely event that a course is cancelled by Personal Best Education, delegates will receive a full refund unless they choose to transfer to an alternative course or class. For all bookings, Personal Best Education's liability is limited to the course fee actually paid by the delegate. Delegates are therefore advised not to book travel or accommodation more than two weeks before the course start date.

Registration Information

Upon booking and payment, delegates will receive registration details, including venue directions and course timings. Personal Best Education cannot be held responsible for the non-receipt of this information. If a delegate has not received their registration details at least seven days before the event, they should contact us on 01794 510225.

Confidentiality

We are registered under the Data Protection Act 1998 and, as such, any information concerning the Client, and their respective Client Records may be passed to third parties. However, Client Records are regarded as confidential and therefore will not be divulged to any third party, other than our suppliers and, if legally required to do so, to the appropriate authorities. Clients have the right to request sight of, and copies of any and all Client Records we keep, on the proviso that we are given reasonable notice of such a request. Clients are requested to retain copies of any literature issued in relation to the provision of our services. Where appropriate, we shall issue Clients with appropriate written information, handouts or copies of records as part of an agree contract, for the benefit of both parties.

We will not sell, share, or rent your personal information to any third party or use your email address for unsolicited mail. Any emails sent by this Company will only be in connection with the provision of agreed services and products.

Course Content and Programme Schedule

Personal Best Education reserves the right to alter the advertised schedule of courses, which may include cancellation of a course.

All advertised programmes require a minimum number of bookings to be placed on each course. Where this number is not reached, we may choose to cancel the course. Where Personal Best Education cancels a course, individuals with confirmed bookings on that course will be offered alternative dates. If none can be provided, then a full refund will be given. If we need to cancel a course then we will endeavour to provide 14 days' notice, however this may not always be possible.

Personal Best Education reserves the right to alter or amend the advertised content of any course without notice in order to continuously provide a high-quality service or due to circumstances beyond our control.

Personal Best Education reserve the right to change the venue from that originally advertised by providing written notification before the course start date.

Personal Best Education will not be liable for any losses or expenses, including consequential, arising from any such alterations or amendments to the programme content and schedule including cancellation.

Acceptable Use of Facilities

In placing a booking, you agree to abide by Personal Best Education's Acceptable Use Policy relating to the use of Personal Best Education's facilities. This policy requires the following:

- None of the Personal Best Education's facilities may be used to locate, display or transmit any material which is illegal or offensive.
- No software may be downloaded or installed on any of Personal Best Education's computing equipment unless under explicit direction of the Personal Best Education Trainer.
- No data may be imported that has not been checked for viruses and which is not under the explicit direction of the Personal Best Education Trainer.
- No food and drink may be brought into the training room.

No Smoking/Vaping

All of Personal Best Education's premises are non-smoking and all delegates are required to adhere to this policy.

Exclusion

Personal Best Education reserves the right to refuse access to its facilities and premises where there is reason to believe that a delegate is in breach of these conditions or where a delegate uses threatening, bullying, harassing or disruptive behaviour. Personal Best Education will not be liable for any losses or expense (including course fees and consequential damages) incurred by a delegate arising from such an exclusion.

Complaints

Personal Best Education strives to achieve the highest standards in our service but recognise that concerns and complaints may arise from time to time. We view complaints as an opportunity for services to improve.

We aim:

- To provide a fair complaints procedure which is clear and easy to use

- To publicise the existence of our complaints procedure so that customers know how to contact us to make a complaint
- To make sure Personal Best Education staff know what to do if a complaint is received • To make sure all complaints are investigated fairly and in a timely manner • To make sure that complaints are, wherever possible, resolved
- To gather information which helps us to improve our services

If you would like to raise a concern or make a complaint, please contact:

Email: enquiries@personalbesteducation.com

Tel: 01794 510225