

Privacy Policy

Data which is collected from you will be used to administer the course or to inform you about similar services which we or other companies within the Diverse Trainers brand provide, unless you tell us that you do not want to receive this information. We will not pass your data to third parties. You agree to comply with the provisions of our privacy policy which can be found on our website and in our student handbook. We do not store credit card details nor do we share financial details with any 3rd parties

Payment Flow and Delivery Policy

Application for enrolment will only be accepted with either payment in full or payment of the deposit, although some courses require payment of the full fee. Any deposits are non-refundable.

If the course has a qualification pre requisite, you must provide proof of that qualification when enrolling.

An additional distribution fee may be charged if you are unavailable when course materials are delivered to the address provided by you and they are not collected from the local depot if we are required to take receipt of, collect and/ or redeliver the materials.

Course fees include any delivery charges we incur to send course materials to a UK mainland address other than as stated in these Terms. Please note if your course materials have to be delivered to a non UK address, you accept liability for the delivery charge we will incur. Please contact our Customer Service Team on 0203 8418880 to check the delivery charge for the said course materials.

Once payment has been made through the website Entire Training will ensure that contact is made by 5pm of the working day. If payment is made of a weekend then contact will be made by 5pm on the next possible working day – Monday (unless it's a bank holiday)

Refund / Cancellation Policy

Your legal right to cancel a learning contract starts from the date when a booking is made - which is when the contract between us is formed. **You have a period of 3 (three) days** in which you may cancel the booking, starting from the day when the booking is made. All requests regarding this matter must be made via email.

In cases where a refund of fees is due, this will be returned to you (at our election) either by cheque or a direct refund on to the credit/debit card used as the original method of payment. The administration fee will be deducted from the amount refunded. We will process the refund due to you as soon as possible and, in any case, within 14 calendar days of the day on which you gave us notice of cancellation.