

Teacher Development Courses

Terms & Conditions

1. Company details

Context Language Solutions Ltd., (trading as Teacher Development Courses www.teacherdevelopmentcourses.uk and www.teacherdevelopmentcourses.co.uk), a company registered in England and Wales under company number 09720723 and having its registered office at 5 The Mall, London, W5 2PJ, United Kingdom.

2. Scope of business

- a. Teacher Development Courses is a brand of Context Language Solutions Ltd.
- b. We deal mainly with teacher development courses and other teacher training related services
- c. We do not provide teacher training courses but are responsible for making bookings with teacher training institutions in the UK. We have legal right to represent all institutions listed on our website.
- d. We offer help with choosing the right course/s
- e. We can provide discounts on course fees and/or whole packages including accommodation
- f. We are responsible for payments made through our website made in GBP and EUR. Credit card payments are subject to a 2% fee unless otherwise stated.
- g. We provide Terms & Conditions of every teacher training institution before the booking is made

3. Booking

- a. By placing a booking on our website, you grant us permission to book the course with a teacher training institution of your choice on your behalf
- b. Submitting the booking does not mean your booking is confirmed.
- c. Your booking can be confirmed when full fees or deposit are paid (subject to Terms & Conditions of the teacher training institution you book your course with) and we receive confirmation from the course provider.
- d. We reserve the right to cancel any unconfirmed bookings at any time.
- e. Promotional offers are only valid if paid in full at the time of booking.
- f. If, for any reason, the course you have chosen is not available for booking we will immediately refund all fees or offer a similar course.
- g. We do not take responsibility for changes to your course or cancellations made by the teacher training institution. However, if your course is cancelled we will assist you in receiving a full refund from the course provider.
- h. All changes to the booking made by you need to be sent to us in writing

4. Payment of fees

- a. Fees need to be paid in accordance with Terms and Conditions of the teacher training institution you book your course with.
- b. Payment conditions differ and are provided with every booking separately.
- c. All banking charges are payable by you. Please make sure you opt for OUR transfer method.

5. Cancellations and refunds

- a. You have a legal right to cancel your booking within 14 calendar days of the date of your booking at no cost. However, if the start of the course falls during the 14-day cancellation period, by making the booking you are giving us and the course provider the consent to start providing the services in that period.
- b. We (Teacher Development Courses) do not charge any cancellation fees. If you cancel your booking, we will refund your fees minus bank/credit card company charges AND the teacher training institution cancellation fees. If the original course fee was quoted in GBP and the payment was received in EUR, we reserve the right to refund your fees at a current exchange rate.
- c. Promotional offers in the 'Special Offers' are subject to 100 GBP or EUR (depending on the currency offered) cancellation fee.

- d. We strongly recommend you read Terms and Conditions of every teacher training institution you wish to book a course with. They are always available on our website (in the provider's section) and will also be included on the booking form.
- e. Cancellations require written form. You must inform us as soon as you find out you won't be able to attend the course.
- f. Because most teacher training institutions charge a cancellation fee, we strongly recommend you purchase insurance that will cover the cancellation costs.
- 6. Data processing
 - a. We will use all the information you provide us with to: administer and process your booking, to process payments, for internal training and monitoring. Your e-mail address will be automatically signed-up for our newsletter (if you don't wish to receive any information from us please click 'unsubscribe' button in the first e-mail you receive from us). Also, all your data will be forwarded to the training institution you booked your course with. We will not disclose any information to any other third party.
 - b. You have the right to access the information we hold about you in accordance with the Data Protection Act 1998.
- 7. Force majeure
 - a. In the event of 'force majeure' such as fire, flooding, infectious diseases, acts of terror and other events outside the company's reasonable control that might affect our performance, we will inform you as soon as reasonably possible of the negative effects on your booking if there are any.
- 8. Other
 - a. We do everything in our power to ensure the highest quality of service. However, if you want to make a complaint please forward it to us in writing to info@teacherdevelopmentcourses.uk
 - b. Please contact us if you have any concerns or do not fully understand the Terms & Conditions. We will try to explain everything and answer all your questions.
 - c. Any special custom offer that is presented to you and is not presented on our website is confidential and should not be made public in any form or passed on to third parties.
 - d. These terms are governed by English law and we both agree to submit to the non-exclusive jurisdiction of the English courts.