



Wind Training Solutions – Terms and Conditions (Course Bookings)

Effective Date: 20th October 2025

At Wind Training Solutions ("WTS"), we're passionate about delivering high-quality, hands-on technical training. These Terms and Conditions ("Terms") outline the key details of booking and attending one of our courses; Electrical Upskilling Course, Hydraulic Upskilling Course or Troubleshooting Course ("the Course"). We've kept them clear and straightforward to support a smooth experience for both individuals and business customers. If anything is unclear or you need flexibility, especially around payment timelines, please don't hesitate to get in touch.

1. Booking Process

1.1 Provisional Booking: Submission of a provisional booking form constitutes a request to reserve a place on a scheduled Course date. This request is not a confirmed booking.

1.2 Invoice and Payment Window: Upon receipt of a provisional booking form and confirmation of date availability, WTS will issue an invoice. Payment must be made by BACS or card within 48 hours of the invoice being issued.

If your organisation is booking on behalf of multiple delegates or requires additional time due to internal purchasing or payment procedures, please contact us before the payment deadline. WTS will accommodate reasonable extensions where possible, provided this does not affect the confirmed training schedule.

1.3 Booking Confirmation: A binding contract is formed only when WTS receives full payment within the 48-hour window and sends written confirmation of the booking. Submitting the form or receiving an invoice does not guarantee your place.

1.4 Failure to Pay: If payment is not received within 48 hours of invoice issuance (or otherwise agreed timeframe), the provisional booking will be automatically cancelled.



2. Payment Terms

2.1 Accepted Payment Methods:

WTS accepts payment by:

- Bank transfer (BACS)
- Debit or credit card via **Stripe**
- **Google Pay, Apple Pay**, or compatible **bank app**

2.2 Card Processing Fees:

All card payments (including Google Pay, Apple Pay, and bank app payments processed through Stripe) are subject to a **processing fee of 1.5 % + £0.20 per transaction**, which is payable by the purchaser.

This fee may be added as a separate line item to your invoice or checkout total.

2.3 Invoice Terms:

Invoices are issued only after date availability is confirmed. Full payment is required within 48 hours of the invoice being issued unless otherwise agreed in writing. For business clients, written agreements for extended payment timelines must be confirmed in advance of the 48-hour window.

2.4 Confirmation:

A booking will only be confirmed upon receipt of full payment (including any applicable processing fees).

2.5 Late or Non-Payment:

If payment is not made on time, the booking will lapse. Any late payment may be refunded or applied to a future date at our discretion.

2.6 Full Payment Requirement:

Payments must be made in full. You are responsible for covering any associated bank or card fees to ensure WTS receives the full invoiced amount.

2.7 No Set-Off or Withholding:



You shall not be entitled to withhold payment of any amount due under these Terms by reason of any dispute, set-off, counterclaim or deduction.

3. Cancellations and Refunds

3.1 Customer Cancellations:

- 28 days or more before the Course: 100% refund
- Between 15 and 27 days before the Course: 50% refund
- Between 0 and 14 days before the Course: No refund

3.2 Notice of Cancellation:

Cancellations must be made in writing. The effective cancellation date is the date WTS receives written notice.

3.3 Refund Processing:

Refunds, where applicable, will be processed within 14 days of written confirmation.

Refunds for card payments will be made to the original payment method, **less any non-refundable processing fees charged by Stripe or your payment provider.**

3.4 No-Shows:

Customers who do not attend without providing written notice will not be eligible for a refund.

3.5 Cancellation by WTS:

If WTS cancels a Course, you will be offered either a full refund or an alternative date. WTS is not liable for any associated costs such as travel or accommodation.

3.6 Disclaimer of Outcome:

WTS does not guarantee any specific result or level of skill development from participation in the Course. Participation alone does not confer certification or qualification unless explicitly stated.





4. Transfers and Substitutions

4.1 Course Date Transfers:

- **28 days or more before the original Course date:** One free transfer.
- **15–27 days before the Course:** Transfers may be made subject to a £50 administration fee.
- **0–14 days before the Course:** Transfer requests will be treated as a cancellation and subject to the cancellation terms in Section 3.
- Only **one transfer** is permitted per booking.
- If you cancel after transferring to a new date, no refund will be provided under any circumstances. As a small training provider working to tight schedules, this helps us maintain service quality.

4.2 **Effect of Transfers:** Transferred bookings are not eligible for refunds regardless of cancellation notice period.

4.3 **Substitutions:** You may request to substitute the original delegate with another person. Substitution requests must:

- Be submitted in writing **at least 7 days** before the Course starts;
- Include full details of the substitute delegate;
- Be approved by WTS at its discretion.

One substitution is permitted per booking. Substitutions requested with less than 7 days' notice may be subject to a £50 administration fee.

5. Code of Conduct

5.1 **Expected Behaviour:** All participants must act professionally, respectfully, and comply with all safety instructions.



5.2 **Prohibited Conduct:** WTS has a zero-tolerance policy for:

- Drug or alcohol use during training;
- Harassment, discrimination, or abuse of any kind;
- Threatening or violent behaviour;
- Disruptive or unsafe conduct.

5.3 **Enforcement:** WTS reserves the right to remove any delegate for misconduct without refund. The instructor's decision is final.

6. Intellectual Property

6.1 **Ownership:** All Course materials remain the intellectual property of WTS.

6.2 **Use:** You may retain materials for personal use only.

6.3 **Restrictions:** You may not copy, distribute, or reproduce materials without written permission.

6.4 **Recording:** Audio and video recording is not permitted without prior written consent.

6.5 **Branding:** WTS's name and logo may not be used without written permission.

7. Data Protection and GDPR

7.1 **Legal Basis:** WTS processes personal data under the lawful basis of contract.

7.2 **Purpose:** Data is used for booking, delivering, and managing the Course, and may also be used for marketing if you have provided explicit consent.

7.3 **Marketing Consent:** You have the right to opt out of marketing communications at any time.

7.4 **Retention:** Data will be retained for up to 3 years for training records.

7.5 **Your Rights:** You have the right to access, rectify, and request deletion of your data.



8. Force Majeure

WTS is not liable for delays or cancellations due to events outside of our control, such as natural disasters, strikes, or government restrictions. Affected bookings may be rescheduled or refunded.

9. Limitation of Liability

9.1 **Cap on Liability:** WTS's total liability is limited to the amount paid for the Course.

9.2 **Excluded Losses:** WTS is not liable for indirect or consequential losses including loss of profit, business interruption, loss of reputation, or travel/accommodation expenses.

9.3 **No Exclusion of Statutory Rights:** Nothing in these Terms limits liability for death or personal injury caused by negligence, fraud, or any liability that cannot be legally excluded.

9.4 **Business Customers:** If the Customer is a business, they accept responsibility for ensuring that delegates meet any prerequisites and understand that the Course is not tailored to individual company systems unless otherwise agreed in writing.

10. Governing Law

10.1 These Terms are governed by and construed in accordance with the laws of England and Wales.

10.2 Any disputes arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

11. Entire Agreement and No Reliance

11.1 These Terms constitute the entire agreement between the Customer and WTS relating to the subject matter herein.

11.2 The Customer acknowledges that they have not relied on any statement, promise, or representation not expressly set out in these Terms.

11.3 No modification to these Terms shall be valid unless agreed in writing by WTS.



12. Consumer Rights

12.1 If you are a consumer, nothing in these Terms affects your statutory rights under the Consumer Rights Act 2015 or other applicable consumer protection laws.

We're a small but committed team passionate about delivering valuable, hands-on training. If you have any questions, need flexibility, or just want to clarify something, feel free to reach out, we're always happy to help.