



Terms & Conditions of Business

These terms and conditions set out the basis on which Future People Learning Limited (Company No 13584937) of Highland House, 165 The Broadway, Wimbledon, London, SW19 1NE (“we”, “us”, “our”) will supply our training courses to you, our customer (“you”, “your”).

1. Definitions and Interpretation

1.1 This condition gives specific meanings to the terms in bold below. Where these terms are used in the Agreement, the meanings given in this Condition will apply.

Agreement means the entire agreement between us and you comprising these Conditions, the enrolment form and payment arrangements that may be entered into in relation to any of our training courses (online or classroom)

Confirmation has the meaning given to it in Condition 4.1.

Training courses means the provision of the Services identified in the Enrolment Form

Fees means the fees payable by you to us in accordance with Condition 3

Materials means the learning and training materials comprising all information, data, records and materials whether in electronic format or as hard copies

Services means the training course to be provided by us, to you

FPL Ltd means Future People Learning Ltd

2. Terms of Supply

2.1 By completing our Enrolment Form and submitting to us, you agree and confirm that:

- 2.1.1 you are legally capable of entering into binding contracts;
- 2.1.2 you are at least 18 years old; and
- 2.1.3 you have read and understood the training course and requirements



3. Price and Payment

- 3.1 The fees in relation to any training courses (online or classroom) will be as quoted on our web site.
- 3.2 Fees are liable to change at any time, but changes will not affect orders in respect of which we have already sent you a confirmation.

4. Confirmation

- 4.1 Completing our Enrolment Form and submitting to us does not mean your order has been accepted. All orders are subject to acceptance by us, and we will confirm such acceptance to you by sending you an email that confirms acceptance (“the **Confirmation**”). The contract between us and you will only be formed when you receive the Confirmation.

5. Courses funded by Third Parties

- 5.1 When the course is being paid for by the person other than the student.
 - 5.1.1 FPL Ltd can discuss the account with the Third Party Payer, including but not limited to Financial status of the account, delivery status of the account, any service issues.
 - 5.1.2 If requested to by the Third Party Payer FPL Ltd will update the Third Party Payer with details of the student’s progress on the course, including but not limited to assignments submitted and grades achieved.
 - 5.1.3 The Third Party Payer can cancel and/or amend the financial contract without the permissions of the student

6. Your right to cancel

- 6.1 For all courses (Online or Classroom) you have the right to cancel this agreement up to 28 days before the start of the course.
- 6.2 If you do exercise your right to cancel as described in condition 6.1, you will receive a full refund of the price paid in accordance with our refund policy set out in Condition 8.
- 6.3 Cancellation must be made by letter, or email. You may not cancel by telephone. If you do cancel, you must:



- 6.3.1 State your name, address and the reason for cancellation when you write to us;
- 6.3.2 Return any Materials that have been provided to you in hard copy form. These must be returned as soon as reasonably practicable and at your cost and risk, to:

Future People Learning Ltd
Highland house
165 The Broadway
Wimbledon
London
SW19 1NE

7. Payment

- 7.1 In consideration for the provision of a training course (online or classroom) you will pay to us the Fees, details of which will be set out in the Confirmation.
- 7.2 All fees to be paid under this Agreement will be paid prior to the release by us of the goods and services.
- 7.3 If you fail to comply with any terms of this Agreement, we will be entitled to recover from you the reasonable costs, expenses and losses incurred by us as a result of locating you, communicating with you and collecting any unpaid sums.

8. Cancellation within 28 days

- 8.1 If you cancel this Agreement within the 28 days cooling-off period (see condition 6.1), the following will apply:
 - 8.1.1 We will process the refund due to you within 30 days of the day you have given notice of cancellation.
 - 8.1.2 You will return any hard copy Materials to us in accordance with Condition 6.2
 - 8.1.3 You will no longer be able to access any online elements of your course
- 8.2 If you cancel this Agreement after the expiry of the 28 day cooling off period and you have paid for the whole training course in advance:
 - 8.2.1 You will not be entitled to any refund of the Fees paid



9. Termination

9.1 If you fail to pay any amount due under this Agreement including, but not limited to the Fees on the due date for payment and where we have written to you to confirm that these sums are outstanding and those sums remain in default after we have given you that written confirmation, we will have the right to terminate the Agreement immediately on giving notice to you, without liability to you.