



Kate's Training CIC

Booking Policy

1. Kate's Training CIC Booking Policy

1.1 Payments for Individual - and Business Clients

Once you decide on a course that you or your company wish to undertake, please contact us via web, email, phone, WhatsApp, Facebook messenger, LinkedIn. We will send you a Learner Registration Form and invoice with the bank details. We prefer payments via bank – transfer but we also offer other methods of payment to meet customer requirements. Please email for details and payment link. You can also pay through our web via card and via google pay, PayPal. Some of the services are a subject to small service charge. We do not accept Cash Payments at the moment. Please ask for more details: support@katestraining.uk; 07362512257 or 01617062276.

- We can take payments up to 6 months in advance. The course/training will be secured once 20% deposit of total price will be made.
- The full price must be paid 4 weeks before the course, if you are requesting in shorter notice, the price must be paid straight away.
- The last day of payment is the last working day before the course – if no full payment made your place for the course will be withdrawn.
- Once you have paid, a sales receipt will be issued to you within 2 working days.
- Our services are VAT – free.
- We offer group-prices and price match.

1.2 Payments via Website for Upcoming Events

- The tickets must be paid in full in order to secure your place at the training.
- There is a maximum number of tickets for each Event (Training)
- After purchasing a ticket you will receive a confirmation via email. This will be your proof of purchase and no receipt will be given unless you request it directly from us at support@katestraining.uk prior or after the training.
- Please ensure, that the minimum age of a person you register is 18 years. Please contact us prior booking if you wish to register anyone below age of 18.
- After you have made a booking will receive an email with a form to fill in. If you do not fill in the form within required time you will not be able to take part in the training and no refund will be given.
- If you made a purchase for another person, please ensure that you forward the form to the person to fill in, in order to keep the place.
- Please ensure that you provide valid email address, please check your Junk/Spam folder and ensure that your email box is not full and you can receive emails.

Kate's Training CIC is a community interest company limited by guarantee and registered in England and Wales (Registration number 15816406).



- Valid photo ID, such as Passport or National ID is required for each regulated (RQF) training. Please note, that Birth Certificate is not an acceptable form of ID.
- Please communicate with us prior to the training. For some of the training pre-work or pre-reading will be required.
- If you can not attend please contact us. Please see: Refunds and Cancellations.

1.3 Coupons and Loyalty Points and Reward Points

At Kate's Training CIC we value loyalty and are happy to reward our loyal Customers as well as those, who recommended our services to the others. Therefore, we introduced a Loyalty and Reward Program.

1.3 a Loyalty Program

- Loyalty Points will be turned into Coupons - £ off or % off.
- Loyalty Coupons obtained via website will be change depending on the Events and prices and will be valid until expiration date, that will be stated on the Coupon.
- Loyalty Coupons can be gained via purchase or for signing up – Subscription to our Newsletter on the website www.katestraining.uk
- Our Loyal students may also be awarded with individual Coupon by Kate's Training CIC.
- The Coupons can be used against any purchase, can also be given to another person.
- The Coupons can be used online, and applied before the payment.
- If you pay via Bank Transfer the Coupon will be applied Manually, please contact us before making payment.
- Please note, that the Coupons and Discounts applied are non-refundable and can not be re-issued.



1.4 Refunds and cancellations

At Kate's Training CIC we put time and effort into preparation for the course. Therefore, we would like to ask you to make cancellations and refunds as soon you have changed your mind.

- Please note, that if you have paid by card, the service charge will be non-refundable.
- In case you cancel 14 days and more before the training, it will be fully refundable.
- In case you cancel between 7 and 14 days, 20% of full price will be non-refundable.
- We do not accept any refunds and cancellations between 0 and 7 days prior to the course. If you do not attend no refund will be given.
- Refunds will be given within 2 working days.

2. Free and low cost Community Training Booking Policy

2.1 Booking Training

We will provide free of charge training or low cost (up to £5 per person) training for the Community. This will be unregulated training for the members of the Community.

- Please follow the instructions for each event – how to book a training. You can also contact us via email at: support@katestraining.uk or phone 07362512257 or 01617062276.
- We will be advertising or Events on social media – our business Facebook page, Instagram and LinkedIn, via leaflets, community centres and community spaces and venues.
- You need to register for each training session before attending – you cannot just turn up - there is a limit of spaces, age requirements and other requirements for each training – you will be required to fill in Learner Registration Form prior to the training and for Children the Parents will have to sign consent.
- Please understand that our trainers take time to prepare for the training and you will need to attend each session on time, otherwise you may not be able to join.
- If there are any payments (between £1 and £5) you will be able to pay online via link or cash. You will be given confirmation online. Should you require receipt, please email us and ask at support@katestraining.uk.



2.2 Refunds and Cancellations

At Kate's Training CIC we put time and effort into preparation for the course. Therefore, we would like to ask you to make cancellations and refunds as soon as you have changed your mind.

- In case you cancel 7 days and more before the training, it will be fully refundable.
- We do not accept any refunds and cancellations between 0 and 7 days prior to the course. If you do not attend no refund will be given.
- We do understand that sometimes you may not be able to attend training due to illness or unforeseen circumstances. Please try to inform us as soon as possible if you can not attend.

2.3 Training for Children

Kate's Training CIC will provide free of charge training or low cost (up to £5 per person) training for Children. All details will be provided in the Event Leaflet. We will provide a series of unregulated training, such as Mini Medics First Aid or Mini Medics Mental Health.

- Please follow the instructions for each event – how to book a training. You can also contact us via email at: support@katestraining.uk or phone 07362512257.
- For each event there will be maximum number of children, the age will be stated in the leaflets.
- Our training is inclusive for all children, including different capacities and needs.
- Please see the Event leaflets for more information each time.
- We will require parents to stay with children during the sessions for the safeguarding purposes, unless the training will be facilitated within other Services like Summer school or Nursery and there is enough staff to safeguard children.
- We understand that at some occasions children may not be able to attend due to illness or unforeseen circumstances, however we ask you please to inform us each time a child cannot attend. If the training is facilitated within other Services, please inform the Services about your child not attending.
- If we do not receive any information prior to the session, and your child will not attend we may not be able to accommodate the child for any future training.

This policy should be read alongside our other organisational policies.

This policy will be reviewed annually and as and when required. **Last**

review: 09/05/2025

Policy Team: Kate Gorski, Piko Choi, Katherine Metcalfe.