

Terms & Conditions:

Livesound.training is a product and service provided by DHE Productions.

GENERAL TERMS:

1. By becoming a client of DHE Productions you enter into a contract by which you:
 - 1.1 Confirm that you are willing to participate fully in the course.
 - 1.2 Agree to pay the relevant fees.
 - 1.3 Agree not to plagiarise the work of others or in any way try to pass yourself off as competent by means of deception.
 - 1.4 Agree to take full responsibility for your actions and opinions.
2. We reserve the right to refuse clients for any reason.
3. Face-to-face courses normally run with a suitable minimum of participants. Should a course be cancelled because of a shortage of participants you will be offered a place on an alternative course or receive a refund for applicable fees.

APPLICATION OF THESE TERMS:

4. We have the right to revise and amend these Terms from time to time. You will be subject to our Terms (including policies and procedures) in force at the time that you enrol on a course with us, unless any change to those policies or these Terms is required by law or government or regulatory authority in which case the same will apply to courses you have enrolled on or started.

APPLICATION, ENROLLMENT AND PAYMENT:

5. Booking implies a commitment to pay the published fees, subject to your eligibility for the course booked.
6. Deposits, where payable are non-refundable.
7. The balance of the course fees (i.e. the total fee(s) less any deposit previously paid) is due no later than 7 days before the course starts or immediately if the course is due to start less than 7 days after booking.
8. All course bookings are subject to availability. We reserve the right to keep a course booking on hold until the start date of the relevant course.
9. Clients are liable for any bank charges incurred in payment of fees.
10. We reserve the right to change payment of the enrolment fees without notice, this will not affect those who have already booked on the course at an agreed rate.

LATE PAYMENTS:

11. No refund of any course fees paid by you will be made.

CHANGES AND CANCELLATIONS BY YOU:

(Cancellation within 7 days of booking)

12. If you are a consumer and make a booking via our website or by telephone, you have the legal right to cancel a contract under the Consumer Protection (Distance Selling) Regulations 2000 ('Distance Selling Regulations'). Your legal right to cancel a contract starts from the date a booking is made – which is when the contract between us is formed. You have a period of 7 (seven) working days in which you may

cancel the booking, starting from the day that the booking is made. Working days means that Saturdays, Sundays or public holidays are not included in this period. This means that during the relevant period, if you change your mind or for any other reason you decide you do not want to enrol on a course, you can notify us of your decision to cancel the contract and receive a refund, less any deposit fees that have already been paid.

13. If your course is due to start within 7 (seven) working days of when a booking is made, your legal right to cancel under the Distance Selling Regulations will not apply.

(Cancellations after the 7-day period but before the course has been started)

14. Refunds will generally not be given after the initial 7-day booking period, unless due to an emergency circumstance. In this situation, DHE Productions reserve the right to judge on a case-by-case basis whether you are applicable for a refund. This ruling is final.

(Cancellations after starting a course)

15. Refunds will not be payable after a course has been started.

CHANGES AND CANCELLATIONS BY US:

16. If circumstances arise that are beyond our control, it may be necessary from time to time to change/cancel course dates, content, venues and prices from those published. Whilst we will make every effort to transfer your booking to the next available course at your preferred venue, it should be noted that we will not be held liable for any costs/losses incurred as a result of any such change.
17. We reserve the right to remove from any course, students that fail to comply with its standard practices and procedures. We reserve the right to refuse enrolments and/or suggest alternative arrangements if we believe that it will not be in our best interests of other participants and/or the individual concerned to be enrolled on one of our courses.

LOSS, DAMAGE AND INJURY:

18. DHE Productions is not liable for any loss of property that may occur whilst attending a course. All belongings are sole responsibility of their respective owners.
19. All attendees are responsible for their own actions. DHE Productions is not liable for any injury that may occur whilst attending a course.
20. DHE Productions is not liable for injury that results from not abiding proper instruction.
21. Students are liable for any damages, direct or indirect, to property or equipment owned by DHE Productions. You will be expected to pay (without limitation) for any such incidents that may occur from your involvement in the course.

REGARDING WORK EXPERIENCE:

22. DHE Productions offers the opportunity of a 'fee-free' day of on-site live sound work experience (placement). This opportunity becomes available after completion of the 'Level 3' course, and subsequent courses.
23. Work experience placements are granted at the discretion of the tutor.

24. Enrolling/completing any applicable courses does not guarantee a placement. DHE Productions reserves the right to refuse placement.
25. DHE Productions reserves the right to offer placements to students on courses lower than 'Level 3' if a tutor deems it appropriate.
26. The same LOSS, DAMAGE AND INJURY terms and conditions are applicable to placements.
27. Whilst on a placement, DHE Productions reserves the right to relinquish control at any point if deemed appropriate.

PERSONAL INFORMATION:

28. Clients of DHE Productions must provide an accurate and complete postal address, contact telephone number and email address. We may refuse or cancel your enrolment if you do not supply these. Your details will not be used for any other purpose than the efficient and effective running of the course(s).
29. DHE Productions abides by the Data Protection Act.

COMPLAINTS:

30. If you have a complaint about any products or services provided by DHE Productions, please contact us via our website or telephone 01473 216321. One of our staff will contact you within 10 working days, excepting periods of closure.
31. The staff member will investigate your complaint and aim to provide a satisfactory way forward within a further 10 working days, subject to the limits outlined in these terms and conditions.