



TERMS AND CONDITIONS

**Classroom &
Online Training**

TERMS & CONDITIONS – CLASSROOM & ONLINE TRAINING

1. About the ASFP

The term 'Association for Specialist Fire Protection', 'ASFP', 'us' or 'we' refers to the owner of www.asfp.org.uk (the 'Website') and training course (the 'Course') whose registered office is Unit A West Oak House, Westwood Business Park, Westwood Way, Coventry, CV4 8HS. The ASFP is a company registered at Companies House in England. No 1292282 the term 'you' refers to the user or viewer of the Website and/or named individual ('Learner') enrolled on the Course.

This page (together with the documents referred to on it) defines the Terms and Conditions on which we enable you to make a booking for a place on any ASFP Course. Please read these Terms and Conditions carefully before booking any training Courses. You should understand that by booking a place(s) on any Course(s); that:

You should understand that by booking any Course(s), you agree to be bound by these Terms and Conditions.

2. ASFP Member discounts

ASFP member discounts for training Courses are only available to employees of ASFP Member companies.

Where an ASFP Member company is part of a group of companies, the ASFP Member discount shall only apply to employees of the named company and does not extend to employees of any subsidiary companies which are part of that group.

Where an ASFP Member holds Individual membership, the ASFP Member discount shall apply to Courses booked for the named individual only. The ASFP Member discount does not extend to any other employees of the company the individual is employed by.

3. Course booking

3.1. Online bookings

You may make a Course booking through the Website and pay for your booking online by credit or debit card, or by requesting an invoice using the 'bill me' option. ASFP regret that it cannot accept cheques, credit notes or cash as payment for bookings made online and/or through the payment gateway. Credit and debit card payments made online through the Website are processed by a secure payment collection service (SPCS). ASFP's online payment processing is undertaken by the payment portal provider, a leading secure internet payment service provider. When you book a Course online and wish to make payment online, you will be required to log in to the Website. If you are an ASFP Member employee, you can use your existing login details or request login credentials by contacting the ASFP at info@asfp.org.uk or +44 (0)247 693 5412. If you are not an ASFP Member you can register to create an online account and book a Course.

For Courses booked online and paid by credit or debit card through the Website, payment shall be due immediately. For payments being made using the 'bill me' option, the invoice terms given in clause 4 apply.

To successfully process your online booking, ASFP will take your name, address and other details, in accordance with ASFP Privacy Policy at https://asfp.org.uk/privacy_statement.aspx, and then you will be transferred to a secure page to enter your credit or debit card details and finalise the payment process. The page will form part of the overall ASFP Website; however, the form will be provided by the payment gateway provider and will therefore comply with online payment security regulations. ASFP's payment portal provider will need to know certain information about you to process payment for the booking and you hereby consent to the transfer by ASFP to the payment provider.

Please note that whilst ASFP operates secure IT systems, it cannot guarantee the security of data which you send us by e-mail. Accordingly, please do not send payment information using e-mail. Unless ASFP is fraudulent or negligent, ASFP will not be liable to you for any losses caused because of unauthorised access to the personal and transactional information that you provide when making a booking.

For multiple Course bookings please contact the ASFP at training@asfp.org.uk or +44 (0)247 693 5412.

3.2. Alternative booking options

To register for a Course not using ASFP's website, you can either:

- Return a completed booking form or a photocopy together with a (signed / numbered) Purchase Order and Number via e-mail to training@asfp.org.uk or by post to: Training Team, Association for Specialist Fire Protection, Unit A West Oak House, Westwood Business Park, Westwood Way, Coventry, CV4 8HS, United Kingdom.
- Contact the team by telephone on +44 (0)247 693 5412 to make payment by credit card to place your booking.

We ask that you do not send credit card details by e-mail or post. ASFP accepts no liability for payment details sent in this way.

Payment of invoices issued shall be due strictly in accordance with our standard invoice terms (30 (thirty) days from date of invoice).

We shall be entitled to charge you interest (at the current Bank of England base rate) on late payments in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 (as amended from time to time).

For multiple Course Bookings please contact the ASFP at training@asfp.org.uk or +44 (0)247 693 5412.

4. Payment

Payment terms for invoice payments are 30 days from the date of invoice or before the course start date, whichever is soonest.

Payment details are:

Account No: 01005154

Sort Code: 30-90-09

Debit Mastercard, Mastercard, Visa and Visa Debit facilities are available.

Any Learner who has not paid in full prior to the Course start date will not be allowed to commence the training.

Once your payment and application has been received, please allow up to 7 (seven) working days for processing, after which successful Learners will be notified by the ASFP.

5. Confirmation of booking

All bookings are subject to availability of the Course and formal acceptance by ASFP. We will confirm such acceptance to you by sending you a confirmation e-mail stating that the booking has been confirmed (the 'Booking Confirmation').

The contract between ASFP and you ('Contract') will only be formed when ASFP sends you the Booking Confirmation. The Contract will relate only to those training Courses which ASFP have confirmed in the Booking Confirmation. Should there be a limited number of places at each training Course these will be allocated in order of receipt of bookings.

6. Joining instructions

Full joining instructions will be sent to Learners via e-mail and arrive no later than 1 (one) working week before the start date of the first day of any classroom training Course, or no later than 1 (one) working week after Booking Confirmation for online training Courses.

7. Classroom courses

7.1. General course information

The ASFP shall endeavour to ensure that the published programme for training is provided. However, ASFP reserves the right to alter published timetables.

The Courses shown are those currently offered by the ASFP, and the contents remain the property of the ASFP at all times.

Accommodation and/or transportation is not included with any of the ASFP classroom Courses. Learners must make their own arrangements.

All classroom Courses include refreshments, delegates must notify the ASFP of any special dietary requirements prior to the Course commencing.

Delegates are requested to notify the ASFP of any special requirements they may have prior to the Course commencing to allow ASFP to make any necessary adjustments.

The ASFP reserves the right to cancel a training Course if minimum delegate numbers have not been reached. The ASFP will endeavour to give 2 (two) working weeks' notice of cancellations. The ASFP's liability shall be limited to a refund of any booking fees paid by you to ASFP.

7.2. Course materials

All Learners will be supplied with 1 (one) ring binder on the first day of the Course and supplied with course notes relevant to that day thereafter.

7.3. Course venue

ASFP classroom Courses are held at a number of venues including at ASFP's premises in Coventry. You acknowledge that ASFP may have to change the published venue or format (including from in-person to virtual and vice versa) for the Course for reasons beyond its control and in such cases, you will not be entitled to cancel unless the change in venue represents a significant disadvantage to you.

7.4. Delegate behaviour and conduct

In the event of accidental or deliberate damage to equipment and/or facilities caused by you during a Course, either at the ASFP's premises, or that of the external venue provider, ASFP reserves the right to reclaim the cost of replacement or repair of any such damage.

By attending the Course, you agree to adhere to all housekeeping rules, procedures and policies (including policies as to behaviour and conduct) that may be in place at the venue.

ASFP reserves the right to remove any Learners from the Course whose behaviour and conduct is deemed unacceptable, this may include physical or verbal abuse, or disruption during the Course which affects the learning experience of other Learners. The ASFP's Equality & Diversity policy will be considered when judging unacceptable behaviour and conduct. Learners who are removed from a Course due to unacceptable behaviour will not be entitled to a refund.

Learners may appeal the decision to remove them from the Course by following the ASFP's complaints and appeals procedure given in the Association Byelaws.

7.5. Transferring booking to an alternative Learner or Course

If you have booked onto a Course and wish to transfer the booking to an alternative Learner, you are required to notify the ASFP in writing at training@asfp.org.uk at least 4 (four) working weeks before the start date of the Course you have booked on. Please note, each case is considered on an individual basis, and we reserve the right to refuse any request.

If you have booked onto a Course and wish to transfer to an alternative Course, you are required to notify the ASFP in writing at training@asfp.org.uk at least 6 (six) working weeks before the start date of the Course you have booked on. Please note, each case is considered on an individual basis, and we reserve the right to refuse any request. You may only be able to transfer from a booked Course up to 2 (two) times, after which you will not be entitled to a refund or additional transfers due to the cost of Course administration and expenses incurred up to this point.

Should there be differences in the cost of the Course you have requested a transfer to, ASFP will notify you to pay the outstanding balance should the cost of the new Course exceed the cost of the original Course you booked. Should the cost of the new Course be less than the cost of the original Course you booked, the difference will be credited back only if the ASFP has received your notification to transfer to an alternative Course no less than 6 (six) working weeks prior to the start date of the original Course.

7.6. Cancellations prior to commencement of the first day of the course

6+ weeks' notice:	100% refund
6-4 weeks' notice:	50% refund
4-0 weeks' notice:	No refund
Post commencement:	No refund
Failure to attend:	No refund

Postponement requests, changes in names, reductions in delegate numbers wherever possible will be accommodated, but ASFP reserves the right to impose a cancellation charge of refuse said requests if accommodation is out of its control.

8. Online courses

ASFP online training supports 2 (two) forms of learning and development:

- Training courses or presentations that attract CPD points.
- Training courses that support the sitting of a final exam leading to a qualification.

8.1. Purchase and shelf life

8.1.1. CPD Modules and Awareness courses

The shelf life of each Course/module is 6 (six) weeks after access is provided, after this time the module will no longer be accessible.

Payment is required prior to access. Full joining instructions will be sent to Learners once payment is confirmed as received.

Refunds are only applicable based on the following:

- A refund is requested within 1 (one) week of purchase (transaction) and the Course has not been accessed and/or used.

8.1.2. Introduction to Passive Fire Protection courses

The shelf life of each Course is 6 (six) weeks after access is provided, after this time the Course will no longer be accessible.

Payment is required prior to access. Full joining instructions will be sent to Learners once payment is confirmed as received.

Refunds are only applicable based on the following:

- A refund is requested within 1 (one) week of purchase (transaction) and the Course has not been accessed and/or used.

8.1.3. Intermediate courses

The shelf life of each Course is 6 (six) weeks after access is provided, after this time the course will no longer be accessible.

Payment is required prior to access. Full joining instructions will be sent to Learners once payment is confirmed as received.

Refunds are only applicable based on the following:

- A refund is requested within 1 (one) week of purchase (transaction) and the Course has not been accessed and/or used.

8.1.4. Foundation courses

The shelf life of the Course is 1 (one) month after completion of the Course, or 6 (six) months in total of Course access, whichever comes first.

Payment is required prior to access. Full joining instructions will be sent to Learners once payment is confirmed as received.

Refunds are only applicable based on the following:

- A refund is requested within 1 (one) month of purchase (transaction) and the Course has not been accessed and/or used.

8.2. Eligibility and consent for registration

To attend an ASFP online training Course Learners must meet any eligibility criteria that may be set for attendance.

In order to attend an ASFP online training Course Learners must first complete registration as a requirement for the operation of the online training Course, during the registration process you will be asked to provide information that personally identifies you or allows us to contact you ("Personal Information").

By registering, you are (where applicable) consenting for your details to be provided to ASFP's online training platform provider so that they can set up and enable your virtual access to relevant Course materials. By accessing a Course virtually, you are also agreeing to abide by ASFP's online training platform provider's Terms and Conditions. Relevant details concerning ASFP's online training platform provider will be supplied upon request.

8.3. CPD

The amount of CPD hours attached to each online training Course will be stated on the Course's registration page.

8.4. Access

8.4.1. Equipment and Software

Supply of computer equipment is not included with any of the ASFP online Courses. Learners must make their own arrangements to have suitable equipment to access the course.

Participation in online training may require you to configure your software settings on your web-device upon first use.

We do not make any commitment that the training Course materials will be compatible with or operate with your software or hardware however we recommend that you ensure your device is fully up to date with the latest version of the operating system etc. Some applications may require you to temporarily disable ad-blockers. Please contact the ASFP at info@asfp.org.uk with any concerns regarding compatibility or if you wish to test the application.

ASFP will endeavour to facilitate uninterrupted access to the online training, but access may be suspended, restricted or terminated at any time. ASFP reserves the right to remove an individual from an online training course or deny them access to the same, without giving justification.

8.4.2. License Scope and Permitted Use

ASFP will provide each Learner with a set of unique login credentials and a link to the website where the online training Course will be hosted.

Each ASFP training licence grants access to one (1) Learner. Licences are strictly non-transferable, non-sublicensable, and may only be used by the individual named at registration.

The use of a single licence to train, instruct, or provide visibility of ASFP training content to any other person or group—including by screen-share, projection, classroom delivery or internal workshops—is strictly prohibited.

Organisations wishing to train multiple staff must purchase one licence per individual Learner or an approved multi-seat package agreed in advance with ASFP.

ASFP reserves the right to suspend access, invoice for additional licences, or take other action where it reasonably believes that training or access has been shared with unauthorised individuals.

8.4.3. Breach, Enforcement and ASFP Code of Conduct

Misuse of ASFP training licences—including the sharing, redistribution, projection, internal delivery or group use of any training content without the appropriate number of licences—constitutes unauthorised use of ASFP intellectual property.

For ASFP Members, such misuse may also be deemed a breach of the ASFP Code of Conduct, including the requirement to recognise and respect ownership of intellectual property and refrain from abuse of the intellectual property of others, and to maintain the highest standards of professionalism and integrity.

In accordance with the Code of Conduct, breaches may result in actions up to and including suspension or rescission of ASFP membership, in addition to contractual remedies such as suspension of access, invoicing for additional licences, and recovery of costs.

ASFP reserves the right to refer any such breach to the Member Complaints and Dispute Resolution Procedure and, where applicable, to the ASFP Council for consideration.

8.5. Training course variations

ASFP reserves the right to make changes to its Course programme, including making alterations to presenters or programme content and/or cancelling/postponing the online training in its entirety. ASFP will notify registrants as soon as possible of any applicable changes.

9. Data protection

The ASFP fully complies with existing data protection legislation and in accordance with this will hold the data for administrative purposes. By completing the transaction, you give your consent that the information that you have provided will be held securely within the ASFP records and used to process your registration for training.

For further information on how the ASFP will collect, store and handle your personal data please refer to the ASFP Privacy Policy at https://asfp.org.uk/privacy_statement.aspx.

10. Privacy

ASFP takes the privacy and security of your personal information very seriously. Our Privacy Policy explains how we collect and use personal information in accordance with data protection laws. Our Privacy Policy can be found at https://asfp.org.uk/privacy_statement.aspx.

A copy of the online training platform provider's practices and policy with respect to the collection, use and disclosure of user information collected through the use of their technology services can be obtained directly from our online training platform provider.

11. Copyright

The copyright (©) of the content and material contained within the ASFP training Course, together with the design, belong to ASFP.

The content of the training Course must not, in any circumstances, be modified, recorded, broadcast, made available to anyone else to view, reproduced, republished or be redistributed in any way. Any such breach of copyright (©) may lead to legal action.

ASFP training Courses may contain links to or make reference to other websites over which ASFP has no control. ASFP makes no representations or warranties as to the accuracy of information contained on those websites.

12. Disclaimers

To the extent permitted by applicable law, we disclaim all representations and warranties (whether express or implied) as to the accuracy of any information contained within the training Course. We also do not guarantee that the content will be fault free or up to date and do not accept any liability for any omissions or errors.

ASFP does not give any warranty that the online training platform provider's website is free from viruses or anything else, which may have a harmful effect on any technology.

13. ASFP's right to vary these Terms and Conditions

ASFP have the right to revise and amend these Terms and Conditions without prior notice to reflect changes in technology, changes in payment methods, changes in relevant Laws and regulatory requirements and changes in ASFP system's capabilities.

You will be subject to the policies and Terms and Conditions in force at the time that you place a booking with ASFP, unless any change to those policies or these Terms and Conditions is required to be made by Law or Governmental authority (in which case it will apply to bookings previously made by you), or if ASFP notify you of the change to those policies or these Terms and Conditions before ASFP send you the Booking Confirmation (in which case ASFP have the right to assume that you have accepted the change to the Terms and Conditions, unless you notify ASFP to the contrary within 7 (seven) working days of receipt by you of the Booking Confirmation).

14. Law and Jurisdiction

Contracts for the booking of ASFP Training Courses will be governed by the Law of England and Wales.

The invalidity or unenforceability of any term detailed in these Terms and Conditions shall not adversely affect the validity or enforceability of the remaining terms and rights.

Any dispute arising from, or related to, such Contracts shall be subject to the non-exclusive jurisdiction of the Courts of England and Wales.