

Email: [enquiries@resusrangers.com](mailto:enquiries@resusrangers.com)

[www.resusrangers.com](http://www.resusrangers.com)

## **Booking and Payment Terms & Conditions: 07/11/2023**

### **Booking Workshops**

#### **Booking a Workshop**

Bookings for our workshops can be made via the Resus Rangers or Resus Responders website. In some circumstances we do offer offline booking, however no invoice can be provided until a booking form is completed and full payment is received.

If there is a technical issue with our booking system, we will accept telephone bookings which will be followed up by email. By booking over the phone you agree to our terms and conditions.

When booking it is your responsibility to ensure you are booking the correct workshop and that all personal details given are correct. In making a booking you are entering a legally binding agreement.

#### **Confirmation of Your Workshop**

On receipt of payment, you will receive a booking confirmation email containing all workshop details including dates, times and address. Resus Rangers Ltd. does not accept responsibility for failure to receive a booking confirmation because of incorrect contact information being supplied.

Once you have received your booking confirmation, please confirm receipt immediately via email. If you have made payment and not received booking confirmation, please notify Resus Rangers immediately via email.

Please note provisional bookings can only be held for 14 days and your workshop is only confirmed once payment has been received in full.

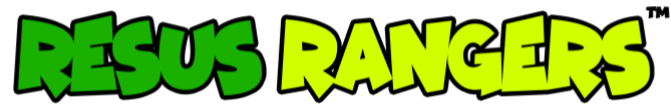
#### **Payment**

We currently take payments in the following forms;

- Card (via our website only)
- BACS (please email the office for your invoice)

All fees must be paid within 14 days and before your workshop begins.

#### **Workshop Transfers**



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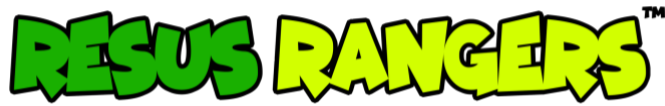
Workshop transfers to alternative dates are not permitted.

### **Cancellation Policy**

Cancellations or workshop date transfers are not permitted.

### **Cancellation by Resus Rangers Ltd.**

Resus Rangers Ltd. reserves the right to cancel any workshop. In such circumstances, you will be given as much notice as possible and the offer of a free transfer to another workshop date, or a full refund of fees paid.



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### **Purchasing Online Resources**

#### **Accounts Registration**

In order to register an account you must be authorised to do so by your school. This account will then be authorised and activated by our Administration Team within one working day.

#### **Passwords and Account Access**

Every account has one designated user who must be at least 18 years of age. You are responsible for maintaining the confidentiality of your password and account information. You agree that:

- You will provide complete and accurate registration information about yourself and any individual you authorise to access your account and keep your account information up to date.
- You are solely responsible for all activities that occur under your account.
- You will notify us immediately of any unauthorised account use.
- We are in no way responsible for any loss that you may incur as a result of any unauthorised use of your account and password.
- You will not sell, transfer, or assign your account or any account rights.

If we learn that an ineligible user has created an account, we may seek confirmation of the user's status or deactivate the account, without notice to the ineligible user.

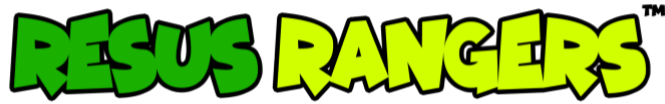
#### **Account Fees**

We charge a subscription fee to access the Resus Rangers Teacher-Led Resources programme and Assembly Package. Fees are payable in accordance with payment terms in effect at the time the fee or the charge becomes payable.

We may offer promotional trial subscriptions to access the services at special discounted prices. Please note that we do not provide price protection or refunds for existing subscribers in the event of a price drop or promotional offering for new subscribers.

Failure to pay any fees may result in your inability to access or use the services.

#### **Subscription Renewal**



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By activating your account, you agree that we may renew your subscription automatically for the same subscription term on the next business day after your previous subscription ends. For example: If you register on February 1 2020, your subscription will automatically renew on February 1 2021, February 1 2022, and so on.

You authorise us to charge you for the subscription term, unless you cancel your account prior to its renewal date through the procedures described in the **Subscription Cancellation** section below.

### **Subscription Cancellation**

To cancel any subscription and avoid future billing, you may cancel such subscription prior to its renewal date by contacting Resus Rangers Ltd. via email or phone call. If you contact Enquiries, please know that we endeavour to have customer requests handled within 14 working days; however, we cannot guarantee that your cancellation will be registered within that time period.

For all accounts, you will continue to have access to your account for the period of time that has been prepaid. Please note that we do not provide full or partial refunds for prepaid sums. In any event, you will be able to continue to use the services throughout the remainder of the subscription period for which you have already paid.

### **Data protection**

All of our data is protected and will not be shared. Our policy guidelines are in line with the General Data Protection Regulation (GDPR) which came into force on 25 May 2018.

### **The Consumer Protection (Distance Selling) Regulations 2000**

We abide by the applicable elements of The Consumer Protection (Distance Selling) Regulations 2000. If you have any questions regarding this, please call or email us.

Registered office: 57 Sandringham Way, Frimley, Camberley, England, GU16 6YF

Company number: 12222697