

Landlord Accreditation Scotland Ltd (LAS)

LETWELL Training Course Terms and Conditions

Please read our terms and conditions prior to making your booking. By requesting a place on the LETWELL Programme, you are confirming your agreement with the terms and conditions below.

Section A: Definitions

"Training course" means a course delivered virtually by members of Landlord Accreditation Scotland Ltd by which delegates learn course materials remotely. Each single training course comprises three separate training sessions.

"Fees" means fees paid by the delegate to Landlord Accreditation Scotland Ltd.

"Delegate" means the individual undertaking the training courses as notified to Landlord Accreditation Scotland Ltd by the purchaser.

"Amendments" means any change to the original booking in the name of the delegate attending or the date of the course attended.

"Working day" means a day that is not a Saturday or Sunday, Christmas Day, Good Friday or any day that is a bank holiday.

"Course Material" means information provided by Landlord Accreditation Scotland Ltd to accompany a course supplied in electronic form or hard copy. Resources can include, but are not limited to, printable slides, printable documents, reading lists, task sheets and links to web-based resources.

Section B: General Terms

- To complete the LETWELL Programme, attendance at all five training courses is mandatory.
- To complete each training course, all three separate training sessions must be attended.
- Everyone accessing the training is expected to behave in a polite and appropriate manner and follow the webinar etiquette guidance. Trainers have the power to exclude any person from the training that is disruptive or offensive.
- Delegates need to have access to the Zoom platform which is available free of charge and should be downloaded in advance of the training sessions.
- It is the responsibility of the delegate to have the technology required to access the training courses.

Section C: Fees

- The fee for attending the training courses is set out on the Landlord Accreditation Scotland Ltd website.
- All training course fees are subject to VAT charged at the current UK VAT rate of 20%.
- All training course fees are payable within 7 working days of receipt of an invoice.
- All invoices must be paid in full prior to accessing any training courses.
- The delegate or purchaser is responsible for all costs incurred in connection with accessing the training courses.

LAS offer two alternative payment options:

- **Option 1 - Pay for all 5 training courses upfront:**
 - To receive a 10% discount off the full price, you must pay for all five training courses upfront. Fees paid are non-refundable. Course fees are payable within 7 working days of receipt of the invoice.
- **Option 2 - Pay as you go:**
 - *First course:* Payment for training course 1 must be received by Landlord Accreditation Scotland Ltd no later than 7 working days of receipt of the invoice. Failure to make payment within this timescale will result in the offer of a place at all five training courses being withdrawn.

- *Remaining courses:* The cost to attend training courses 2 & 3 is combined and requested as a single payment. This also applies to training courses 4 & 5.
- No refund will be given if the second session of the 2 combined training courses is not attended.
- Non-payment of subsequent training course fees within 5 working days of the course date will result in the delegate not being able to attend the training course.

Section D: Course Confirmation

- Once full payment has been received and processed by Landlord Accreditation Scotland Ltd for each relevant course, each delegate will receive a course confirmation via email.
- Landlord Accreditation Scotland Ltd will not be liable for any expenses incurred ahead of receiving the booking confirmation.

Section E: Course Material

- Course materials will be made available to delegates in an electronic format in advance of the training sessions.
- The copyright of all course material rests with Landlord Accreditation Scotland Ltd or the trainer.
- Delegates are not permitted to modify, reproduce, re-publish, sub-licence, sell, upload, broadcast, post, transmit or distribute any of the course materials without prior written permission from Landlord Accreditation Scotland Ltd.
- Delegates are not authorised to record on video or audio tape, relay by videophone or other means the training courses without prior written permission from Landlord Accreditation Scotland Ltd.

Section F: Changes / Cancellation to Training Courses

- Landlord Accreditation Scotland Ltd reserves the right to change trainer without prior notice.
- Landlord Accreditation Scotland Ltd reserves the right to change/cancel the date of a training course/training session at short notice where circumstances beyond our control dictate. Any fees paid will be held in credit or returned where requested. Landlord Accreditation Scotland Ltd will not be liable for any additional costs incurred as a result of the cancellation.
- Landlord Accreditation Scotland Ltd will not be liable for reimbursing fees if delegates are not able to attend a training course/training session due to circumstances beyond Landlord Accreditation Scotland's reasonable control including, but not limited to, weather conditions, fire, flood, transport strikes, closures or delays, Government edict or regulation, or any other force majeure or act of God.

Section G: Delegate Amendments and Cancellations

- Delegates have the right to withdraw from the LETWELL Programme at any time.
- Requests to withdraw must be made in writing/email to Landlord Accreditation Scotland Ltd.
- Withdrawal from the programme made more than 10 working days before the training course is due to run will incur a cancellation fee of £120.00 (incl. VAT).
- For cancellations made within 10 working days of the training course date, the full training course fee will be charged.
- A £60.00 (incl. VAT) administrative fee will be charged for each change of delegate name.
- A £60.00 (incl. VAT) administrative fee will be charged for each change of training course date, including course deferrals.

Section H: Limitation of Liability

- Landlord Accreditation Scotland Ltd accepts no responsibility for accident, injury or loss suffered whilst accessing our training courses, unless it is due to negligence on our part.
- Landlord Accreditation Scotland Ltd accepts no responsibility for any loss or liability incurred whilst using material or information obtained via participation in the training courses. No liability will be accepted for the accuracy of any information or the consequence of its use.
- Landlord Accreditation Scotland Ltd will use reasonable endeavours to make the training courses available but cannot guarantee uninterrupted, timely or error free availability or that defects will be corrected. Landlord Accreditation Scotland Ltd will not be held responsible for any delay or disruption in accessing the training courses as a result of suspension to any of the following:
 - the operation of the internet and world wide web, including but not limited to viruses

- any firewall restrictions placed on your network or computer you are using to access the training course
- failures of telecommunications links and equipment
- updated browser issues.
- Landlord Accreditation Scotland Ltd will not be liable for any breach of its obligations or termination under these terms and conditions arising from causes beyond its reasonable control, including, but not limited to, weather conditions, fire, flood, earthquakes, volcanoes, terrorism, strikes, delay caused by transport disputes, failure to provide a course caused by a death in the trainer's family, illness of the trainer, Government edict or regulation, or any other force majeure or act of God.
- No part of the provision of the services shall be deemed to be, nor intended to be, nor should be taken to be, the provision of legal advice.
- Landlord Accreditation Scotland Ltd course materials may contain links to third party websites that are not owned or controlled by Landlord Accreditation Scotland Ltd. Landlord Accreditation Scotland Ltd accepts no responsibility for the content, privacy policies or practises of any third-party website, and is not liable for any loss or damage caused by use or reliance on any such content.

Section I: Data Protection

- Landlord Accreditation Scotland Ltd processes personal data in compliance with the General Data Protection Regulation (GDPR) and the Data Protection Act.
- When you make a booking your contact details will be stored on our database. We will use this data for the purposes of processing your booking.
- We may also contact you in the future about other Landlord Accreditation Scotland Ltd products and services that may be of interest. If you would prefer not to be informed, you can opt out by contacting the Landlord Accreditation Scotland Ltd office via the website. For further information please contact the Landlord Accreditation Scotland Ltd office on 0131 553 2211 or email info@landlordaccreditationscotland.com.

Section J: Optional Face to Face Sessions

- Landlord Accreditation Scotland Ltd reserves the right to change the venue and/or date of the training session at short notice.
- Everyone attending the training session is expected to behave in a polite and appropriate manner. The trainers have the power to exclude any person from the training if that individual is being disruptive.
- Delegates are responsible for taking care of their own property and course materials. All personal belongings left on training venue premises are at the delegate's own risk.

Landlord Accreditation Scotland Ltd reserves the right to modify or alter these Terms and Conditions at any time without prior notice.

Updated August 2025