



GAIN Training Terms and Conditions

Payment

- If paying by invoice, full payment is due within 21 days of the invoice date or 7 days prior to the course, whichever comes first.
- An invoice will be issued upon registration.
- Payment must be made in full before the training begins to secure your place.

Cancellation

Should you decide to cancel, the following refund conditions apply:

- 30 days or more before the training – Full refund minus a £50 admin fee.
- 15-29 days before the training – 50% refund.
- 7-14 days before the training – 25% refund.
- 6 days or fewer before the training – No refund.

If payment was made by credit card, a 4% processing fee will be deducted from your refund regardless of the cancellation date.

Alternatively, you can transfer your booking to another person from the same company at no additional charge. In this instance, please notify us in writing at least 48 hours before the course date.

Rescheduling or Changing Course Dates

If you wish to move to a different date for the same course, it will be treated as a cancellation and re-booking, subject to the refund policy outlined above.

Cancellations by Gain

This Is Gain Ltd reserves the right to cancel or reschedule any training course at any time. In the unlikely event of cancellation, a full refund of the course fee will be offered.

We will not be responsible for any additional costs or expenses incurred as a result, such as travel or accommodation.

Course Format and Delivery

Courses are delivered either in person or remotely via video conferencing software.

Participants will receive all necessary training materials in advance and will be contacted to confirm they can access the remote session.

This Is Gain Ltd reserves the right to modify course content and format to ensure the best possible learning experience.

Intellectual Property

All course materials, including slides, handouts, and digital content, remain the intellectual property of This Is Gain Ltd.

Materials are provided for your personal learning and may not be reproduced, distributed, or shared without our written consent.

Liability

While every effort is made to ensure the accuracy and effectiveness of the training, This Is Gain Ltd accepts no liability for any loss or damage resulting from reliance on information provided during the course.

Our total liability for any claim shall not exceed the amount paid for the training course.

Accessibility and Special Requirements

Please inform us in advance of any accessibility or special learning requirements so that we can, where possible, accommodate your needs.

Data Protection

We collect and process your information in accordance with our Privacy Policy. Details of how we use and protect your information can be found at:

[https://www.thisisgain.com/privacy-policy.](https://www.thisisgain.com/privacy-policy)

Agreement and Contact

By submitting a booking form or an registering online, you agree to be bound by these terms and conditions.

Contact us to see how we can help

Please complete the following form, alternatively, you can email us. For jobs and work experience opportunities, please visit our jobs page.