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Alcohol Focus Scotland has the right to revise and amend these terms and conditions from time to time e.g. to reflect changes in technology or payment methods.

Individuals/organisations are subject to the policies and terms and conditions in force at the time of booking.

1.0 TRAINING

1.1 COURSE BOOKINGS

Bookings can usually be made by emailing training@alcohol-focus-scotland.org.uk. Occasionally we may use a platform for reservations (e.g. Eventbrite).

1.2 LICENSING BOARD MEMBERS/ LICENSING STANDARDS OFFICERS

Booking enquiries can be made by telephone or email. Individuals/organisations seeking to book training must complete a Booking Request Form issued by Alcohol Focus Scotland. This should be returned to Alcohol Focus Scotland by email to confirm the booking.

1.3 ORGANISATIONS BOOKING TRAINING

Organisations or local authorities seeking to commission training should contact us in the first instance to discuss. Please note that non-payment could result in refusal of entry to a course.

All Alcohol Focus Scotland courses need to have a minimum number of participants to proceed (with the exception of LBM).

Alcohol Focus Scotland will confirm bookings no less than 7 working days in advance of the course date. Pre-course materials will be issued to individuals/ organisations by email or post, where applicable.

Should a course be cancelled because minimum participant numbers are not met, individuals/ organisations will be offered a place on an alternative course or a full refund of any course fees paid. See also item 1.8

1.4 SPECIAL REQUIREMENTS

Alcohol Focus Scotland will seek to make reasonable adjustments as far as is practical to accommodate an individual's specific needs. However, it is vital that this is brought to Alcohol Focus Scotland's attention at the time of booking, explaining what may be required to accommodate any adjustments.

Individuals requiring any specialist equipment and/or personnel such as signers or translators etc. will be responsible for sourcing and costs to such provisions.

1.5 TERMS OF PAYMENT

Individuals/organisations booking training must make full payment at the time of booking or prior to attending the course.

Where an individual/organisation requests an invoice, payment terms are immediate from the date of invoice. Payment can be made by credit card, debit card or BACS transfer.

1.6 LATE ARRIVAL/NON-ATTENDANCE

Alcohol Focus Scotland trainers reserve the right to refuse entry to participants who arrive more than 30 minutes late from the course start time. No refunds or discounts will be given for candidates who arrive late or fail to attend.

1.7 CANCELLATION BY INDIVIDUAL/ORGANISATION

Cancellation can be made by telephone or email to training@alcohol-focus-scotland.org.uk. Where an individual/ organisation cancels training, the following charges will apply:

- 0 – 7 days before the training date - Full fee is payable
- 8 – 14 days before the training date - 50% fee is payable
- 15 days or more - No charge

Note: For licensing qualifications, timescales and charges for cancellation may change during busy periods. See item 1.8

1.8 TRANSFERS AND SUBSTITUTION

Individuals/organisations may substitute an individual with another at no extra charge. Notification of the substitution is required and can be made by telephone or email to training@alcohol-focus-scotland.org.uk. Requests for transfer to another course can be made by telephone or email to training@alcohol-focus-scotland.org.uk. The following charges will apply:

- 0 – 7 days before the training date £10 administration fee may be payable
- 8 days or more before the training date - No charge

Alcohol Focus Scotland will seek to accommodate transfer requests subject to availability. Courses must have a suitable minimum number of participants, and as such Alcohol Focus Scotland reserves the right to refuse such requests where transfer would result in the minimum number of participants not being met.

1.9 RESCHEDULE

Reschedule requests can be made by telephone or email to training@alcohol-focus-scotland.org.uk. Alcohol Focus Scotland will seek to accommodate all reschedule requests made by individuals/organisations, however these are subject to Alcohol Focus Scotland availability. The following charges will apply:

- 0 – 7 days before the training date - 25% fee is payable
- 8 – 14 days before the training date - 10% fee is payable
- 15 days or more - No charge

1.10 CANCELLATION BY ALCOHOL FOCUS SCOTLAND

Should circumstances mean that Alcohol Focus Scotland has to cancel the agreed training course, where possible we will aim to provide a minimum of 7 days' notice (unless cancellation is due to circumstances beyond Alcohol Focus Scotland's reasonable control).

Alcohol Focus Scotland will offer individuals/organisations an alternative date at no extra charge. Where an alternative date is not available or suitable, individuals/organisations will be eligible for a full refund of any course fees paid. Alcohol Focus Scotland will not be liable for any other loss or expense i.e. accommodation or travel costs arising as a result of the cancellation.

1.11 EXAM RESITS (LICENSING QUALIFICATIONS ONLY)

LICENSING BOARD MEMBERS AND LICENSING STANDARDS OFFICERS

Individuals who fail the Licensing Board Members/Licensing Standards Officers exam are permitted one re-sit opportunity. This must be taken within the 3 month window for LBM and 18 month window for LSOs. Note: additional charges will apply.

Individuals who do not pass the exam on the re-sit must attend the full course again before being allowed to re-take the assessment. Note: additional charges will apply.

2. CONFERENCES AND EVENTS

2.1 BOOKING

Bookings can be made by email or online (for some events only). While Alcohol Focus Scotland will seek to accommodate booking requests, normally places will be allocated on a first-come first-served basis subject to availability. Unless otherwise stated on the booking form, confirmation will be issued to delegates by email or post.

2.2 TERMS OF PAYMENT

Delegates wishing to book must make full payment at the time of booking or prior to attending the conference/event (unless otherwise stated). Payment can be made by credit card, debit card or BACS transfer.

2.3 LATE ARRIVAL/NON-ATTENDANCE

No refunds or discounts will be given for delegates who fail to attend.

2.4 SUBSTITUTION

Should a delegate wish to substitute another person an administration fee may be payable.

2.5 CANCELLATION BY DELEGATES

Where a delegate cancels his/her place at a conference/event, the following charges will apply:

- 0 - 7 days prior to the event - Full fee is payable
- 8 - 14 days prior to the event - 50% fee is payable
- 15 days or more prior to the event - Administration fee may be payable

2.5 CANCELLATION BY ALCOHOL FOCUS SCOTLAND

On occasion, unforeseen circumstances may require Alcohol Focus Scotland to cancel an event/conference. In such circumstances, delegates will be given as much notice as possible and a full refund of any monies paid will be provided.

Alcohol Focus Scotland will not be liable for any other loss or expense arising as a result of the cancellation.

3. INTELLECTUAL PROPERTY

All materials provided for Alcohol Focus Scotland courses remain the intellectual property of Alcohol Focus Scotland. No content of Alcohol Focus Scotland materials, in whole or in part, may be copied, reproduced, uploaded, posted, displayed, linked to, or used in any way without prior written permission of Alcohol Focus Scotland.

4. DATA PROTECTION

Alcohol Focus Scotland collects personal data from candidates and delegates for contractual purposes: for event or course registration, recording of qualifications and evaluation. Statistical analysis is also carried out but the information used will be anonymised.

Alcohol Focus Scotland will only collect the relevant personal information necessary to provide the contracted service and will keep personal information no longer than is required. AFS may in limited circumstances need to collect 'special category' personal data, but will obtain the explicit consent of data subjects where this is necessary.

Alcohol Focus Scotland may share any candidates' data if required as a result of a qualification enquiry by a regulator i.e. SQA Accreditation. Personal information will not be shared with any other third parties unless there is a legal obligation to disclose the information. Personal data will not be sold by Alcohol Focus Scotland.

Alcohol Focus Scotland will not send general marketing emails unless individuals have 'opted in' to this type of marketing. We may contact previous training candidates with information about relevant upcoming training, as allowed in the Privacy and Electronic Communications Regulations 2003, giving the option to 'opt-out' of further communications. AFS will always provide clear information on how to 'opt out' of any type of marketing communications.

All information stored in electronic form by Alcohol Focus Scotland will be held in accordance with Data Protection requirements. For more information, please read our Privacy Notice

5. CUSTOMER SERVICE STATEMENT

Alcohol Focus Scotland aims to be a responsive, customer-focused organisation providing a friendly, efficient and professional service to our customers. Our organisational values underpin the standards of service our employees and customers are entitled to expect as a minimum. These include:

- Communicating openly and honestly
- Treating customers with respect
- Adopting a culture of mutual trust
- Recognising equality and diversity
- Creating a culture of positivity and creativity
- Professionalism

All learners are offered the chance to provide feedback via evaluation questionnaires at the end of training. Alcohol Focus Scotland welcomes feedback from individuals/organisations attending training, trainers and centres.

Alcohol Focus Scotland will respond to feedback, through formal and informal channels, from all customers.

Contact details are as follows:

Alcohol Focus Scotland, 166 Buchanan Street, Glasgow G1 2LW,
Tel: 0141 572 6700 Email: training@alcohol-focus-scotland.org.uk

If you wish to make a complaint, please see our complaints policy [here](#).

6. EQUALITY AND DIVERSITY OPPORTUNITIES

Alcohol Focus Scotland is committed to supporting a culture of equality and diversity. We recognise the positive contribution that each individual can make to training and the organisation overall. We will provide a learning and working environment free from unlawful discrimination against applicants, staff and participants on the grounds of sex, marital or civil partner status, pregnancy or maternity, sexual orientation, gender reassignment, race (which includes colour, nationality and ethnic or national origins), religion or belief, age or disability (“the Protected Characteristics”).

A copy of our full Equal Opportunities Policy is available on request.

7. HEALTH AND SAFETY

Alcohol Focus Scotland seeks to ensure, so far as is reasonably practicable, the Health, Safety and Welfare at Work of all employees and others who may be affected by the undertakings of Alcohol Focus Scotland.

Alcohol Focus Scotland is committed to:

- the prevention of injury and impairment of health of all persons affected by the undertakings of Alcohol Focus Scotland;
- the observance of the requirements of the Health & Safety at Work etc. Act 1974 and all other Acts, Regulations and Approved Codes of Practice applicable to the operation of Alcohol Focus Scotland.
- the adoption of safe working practices and standards.

Alcohol Focus Scotland requires all employees to take reasonable care of the safety of themselves and of others who may be affected by their acts or omissions and co-operate with Alcohol Focus Scotland in the achievement of the above objectives.

A copy of our full Health and Safety Policy is available on request.