

ORT Terms & Conditions

Optimal Risk Training (ORT) provides specialist training subject to the terms set out below. Please read these Terms & Conditions carefully before booking.

1 Bookings

All bookings must be accompanied by a completed booking form, either submitted via the ORT website or emailed to training@optimalrisk.com.

All bookings are subject to confirmation by Optimal Risk Training (ORT). Due to the nature and content of certain courses, eligibility checks, security checks or vetting may be required before a place can be confirmed.

ORT reserves the right to refuse or withdraw a place where a delegate does not meet the relevant eligibility requirements or where required checks do give satisfactory results.

Where ORT refuses or withdraws a place before the course starts, any training fees paid will be refunded in full, unless the refusal or withdrawal is due to information provided by the delegate or booking organisation being inaccurate, incomplete or misleading, or due to the delegate failing to meet the applicable course eligibility requirements.

2 Payment

Payment is due at the time of online booking or in accordance with the payment terms stated on the invoice issued by ORT.

Payment must be made in the same currency as the online booking or invoice.

Unless otherwise agreed in writing, full payment must be received before the course start date. ORT reserves the right to refuse attendance where payment has not been received in full.

All course fees and other charges are subject to UK Value Added Tax (VAT), where applicable.

3 Cancellations

All cancellations must be made in writing by email and will take effect from the date the cancellation email is received by ORT.

Cancellation charges will be applied to the full invoiced amount as follows:

Notice of cancellation	Cancellation charge
More than 25 working days before the course start date	NO CHARGE
15–24 working days before the course start date	50% of the course fee
14 working days or fewer before the course start date	100% of the course fee

No refund will be considered for cancellations received after the course has started, subject to any applicable statutory rights.

4 Cancellation or Rescheduling by ORT

ORT reserves the right to cancel or reschedule a course or event at any time.

Where ORT cancels a course, all training fees paid will be refunded in full. ORT will provide as much notice as reasonably possible and, where practicable, delegates may be offered the option to transfer their booking to a suitable alternative course date.

ORT will not be liable for any other costs or expenses incurred by delegates or their organisations as a result of a course cancellation, including travel, accommodation or other associated expenses. ORT's liability in such circumstances will be limited to the refund of training fees paid.

Where an unexpected event beyond ORT's reasonable control makes it impossible or impractical to deliver the training as planned, including severe weather, government restrictions, an act of terrorism, public emergency or sudden venue closure, ORT may reschedule the training to a future date.

5 Refunds

Nothing in these Terms and Conditions is intended to exclude or restrict any statutory rights.

Where a refund is due under these Terms and Conditions or applicable law, ORT will normally process the refund using the same payment method used for the original transaction.

ORT will aim to process refunds within **5 working days**. Depending on the payment provider or financial institution, it may take up to **15 working days** for the refunded amount to appear in the customer's account.

6 English Language Proficiency

All courses are delivered in English.

Participants must have sufficient English language proficiency to participate efficiently and effectively in the course. This includes being able to understand and follow instructions, participate in discussions and practical exercises, and understand important health and safety information.

Where a course includes written examinations or assignments, participants must also have sufficient written English proficiency to complete these requirements.

7 General

These Terms and Conditions should be read together with the relevant booking / registration form, course information and any other terms expressly agreed between ORT and the booking organisation or delegate.