

Terms and conditions



Chartered
Institute of
Housing
Cymru

Introduction

These terms and conditions govern your use of the CIH services and website; by registering with the Academy, you accept these terms and conditions in full. If you disagree with these terms and conditions or any part of these terms and conditions, you must not register.

The terms and conditions, in addition to the Website Terms of Use, apply to the purchase of any course by an organisation or individual and the use of the CIH website in relation to the same.

Please read these terms and conditions carefully before purchasing a course and print off a copy for your records. By placing your order for the course you are confirming your agreement to be bound by these terms and conditions.

If there is any conflict between these terms and conditions, and the Website Terms of Use, the conflict shall be resolved according to the following order of priority

- a) Terms and Conditions;
- b) The Website Terms of Use.

The CIH website uses cookies. By using this website and agreeing to these terms and conditions, you consent to our use of cookies in accordance with the terms of the CIH privacy policy/cookies policy available in hard copy on request.

Invoicing

1. Invoices will be generated immediately upon confirmation of booking
2. Invoices are payable within 7 days on receipt of the invoice.

Cancellation or non attendance of a course

1. You have the right to cancel your booking at any time. Notification of this must be sent to CIH Cymru in writing wales@cih.org by either the purchaser or the individual. An individual is responsible for notifying the purchaser (where different) that they have cancelled the course. If you do not receive an acknowledgment of your cancellation within 2 days of your advice to us, it is your responsibility to contact CIH Cymru by phone 02920 765760.

2. From the date of acknowledgement by CIH Cymru, the cancellation charges for training courses are:
 - **Up to 14 days prior to the course start date: 50% of the full amount**
 - **Within 14 days of the start date of the course: 100% of the full amount**
3. In the event an individual is unable to attend a course on the day, the individual must contact CIH Cymru by telephone to receive further instruction.
4. CIH Cymru may on occasion cancel a course at short notice if circumstances beyond our control dictate. CIH and its tutors and trainers, shall not be liable for any expenses incurred, loss, damage, delay or failure of performance resulting directly or indirectly from any cause that is beyond our reasonable control (Force Majeure) CIH Cymru will endeavour to ensure you are notified at least 10 days prior to the course. In case of cancellation any fees already collected will be fully reimbursed.

Minimum and maximum numbers

Courses are only guaranteed to run once the minimum numbers of booking has been reached. We place a maximum number of delegates on each course to optimise learning for all delegates.

Special Requirements

Please let us know if you have any particular requirements relating to diet, access, written materials, induction loops, language or any other requirements that will enable us to maximise your learning and make your experience more comfortable.

Limitation of Liability

1. CIH accepts no responsibility for any accident, injury or loss suffered whilst attending our courses where they are held on other premises outside CIH.
2. Under no circumstances shall CIH be liable for any indirect, incidental, special, consequential or exemplary damages arising from these terms and conditions, including loss of profits or lost revenues, business interruption or loss of business information or otherwise, even if it has been advised of the possibility of such damages.
3. The limitations of this section do not apply to the extent damages or losses are caused by CIH's intentional or grossly negligent conduct or where blended learning courses are
4. Held at CIH offices.
5. In all cases in which CIH is liable to pay damages, CIH's aggregate, cumulative liability under or in connection with these terms and conditions shall not exceed the total

amount of the individual fee / enrolment fee paid except in the event of personal injury or death at an event organised by CIH

6. Individuals are responsible for taking care of their own property. Personal belongings left unattended in venues are at the tutors/trainers/individuals own risk and attendees are expected to be responsible for their own belongings at all times.
7. No other statements in the course materials, on the website or email correspondence may be taken to imply any contractual obligation by CIH Housing Academy.
8. Information, whether on the web or in any other form, is provided for the use of individuals and others at their own discretion. No liability will be accepted for the accuracy of any information or the consequences of its use by individuals or others.
9. CIH accepts no responsibility for any loss incurred whilst using material or information obtained at a course.

Warranties

1. CIH makes no representation or warranty that the Course Materials will not infringe any third party IP or are error free. Additionally, CIH gives no warranty and makes no representation as to the fitness for purpose of the Course Materials for any particular purpose.
2. CIH makes no representations, warranty or guarantee that an Individual will achieve any particular result from undertaking the Course.
3. CIH does not make any commitment that the Course Materials will be compatible with or operate with the Individuals software or hardware.
4. All representations, warranties and / or terms and / or commitments not expressly set out in these Terms (whether implied by law, conduct, and statute or otherwise) are hereby expressly excluded to the maximum extent permissible at law.

Intellectual Property

1. At all times, CIH and / or its licensors, remain the owners of the intellectual property in the Course Materials content.
2. In consideration of receipt by CIH of the Course Fee, CIH grants to each Individual a nonexclusive, non-transferable licence to use the Course Material content for the sole purpose of studying for the Course.
3. Save as expressly set out in these Terms, you may not modify, copy, reproduce, republish, sub-licence, sell, upload, broadcast, post, transmit, make available, disseminate or distribute in any way any of the Course Materials.
4. Use of the Course Materials are not expressly permitted in these Terms is strictly prohibited and will constitute an infringement of either CIH copyright and/or CIH
5. other intellectual property rights, and/or the copyright and/or other intellectual
6. Property rights of CIH licensors.

CIH Policies and Procedures

Individuals are obligated to abide by CIH's policies and procedures which are not limited to but include:

1. Equality and Diversity
2. Safeguarding
3. Bullying and Harassment
4. Code of Conduct
5. Malpractice
6. Ethics Code of Practice

Data Protection

1. CIH processes personal data in compliance with the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) and the Data Protection Act.
2. In making this booking your contact details will be stored on our database. CIH will use your data for the purposes of processing your booking, administration and analysis according to its Privacy, Policy found here.
3. Where your booking relates to qualifications, your data will be passed on to the regulator, awarding body and relevant tutors.

COPYRIGHT & INTELLECTUAL PROPERTY RIGHTS

The course materials and contents of the website are copyright. This includes all content unless otherwise noted. The contents may not be copied and republished in Any format, whole or in part. This includes (for example, but not limited to) copying text, copying pictures or video, copying images for use in brochures, websites or any other medium, copying review content (narrative, video or pictures), copying backgrounds and borders, or any other content.

All material is the intellectual property of CIH (or the suppliers of the information where this is explicitly stated). Material is made available purely for the benefit of CIH participants for their own personal use. It is not available for commercial use with other organisations.

During your use of the website, we gather 'industry standard' data from you, which includes: your logged ID, your IP, your browser details etc. Our server maintains a log of your access. General data collected may be used or shared in an 'aggregate' manner, for example, to demonstrate how many hits we have, what countries people are accessing the site from, what browsers people are using, what parts of the site are visited and so on. We never share any information specific to a particular identifiable user unless requested by law or a similar authority, or an ISP or network administrator investigating abuse of our site.

If individuals personally make their contact details available to other individuals, this is to enable networking and sharing of information between them. Under no circumstances are they to be used by individuals or their associates, or made available by individuals/associates to third parties, for mailing lists or other commercial purposes. Information on the web is made available to individuals and cannot therefore be regarded as confidential. Individuals undertake that all information they provide for the web is free from copyright, confidentiality or other restrictions that would prevent its publication on our website.

COMPLAINTS

If you have a complaint about any products or services provided by CIH please contact us via the website or email wales@cih.org. One of our managers will contact you within 10 working days (excepting periods of closure, normally Christmas and other bank holidays).

The manager will investigate your complaint and aim to provide a satisfactory way forward within a further 10 working days, subject to the limits outlined in these terms and conditions.

Further information can be found on the CIH Complaint Policy which is available on request.