



BEHAVIOUR SUPPORT PROGRAMME DIGITAL POLICY, TERMS AND CONDITIONS

For all non-digital products please refer to our cancellation and re-scheduling policy.

Digital product sales – In line with the consumer rights act 2015 the following applies to our digital products. All products which include a digital element as part of the overall purchase are deemed as immediate access, digital products.

Digital products are non-refundable. A password is required to access sensitive areas of our website. Once website access has been granted (within 24 hours of payment) your purchase has been completed.

Please ensure your organisation has the capacity to allow our digital products to be accessed on your systems.

For delivery of online CPD sessions we use Microsoft Teams as our chosen provider for conferencing software. Please ensure your organisation has the capacity to allow you to join online Teams meetings.

Refunds will not be made following purchase for any school who cannot access our digital products due to their IT procedures or restrictions.

All videos are embedded inside a media server. Wix is our chosen provider for our website servers and housing of all videos and documents. Please ensure your organisation has the capacity to allow you to access Wix website pages and allow videos to be viewed.

All non-modifiable (view only) documents are in PDF format. All modifiable documents are in Microsoft word format. Please ensure your organisations has the capacity to open and view PDF documents and can access and modify Microsoft word documents.

Following the release of passwords, we will grant a request of cancellation for a fee of £2000. The £2000 charge covers the closing of the website pages, and the replacing and distribution of all passwords and Teams links for other organisations who use our services.

Please follow our complaints procedure for any concerns you have with any of our products, digital or otherwise.

P&I Training LTD will attempt to resolve issues with any of our products, digital or other. Please contact us at admin@panditraining.co.uk with any concerns and we will strive to help you.