

**IMPORTANT – PLEASE READ CAREFULLY**

# Terms and Conditions

## TrainingOnline user agreement:

When you register and use the TrainingOnline service, you agree to this User Agreement. By accessing the site, or using any service available, you agree to be bound by these terms of use. If you do not agree to all the terms of use, please do not access the site or use any service available.

If you have questions regarding your privacy or data, please see DSC Data protection and Privacy Policy here: <https://www.dsc.org.uk/terms-conditions/>

## Account and Content Viewing Provisions

In order to receive Services you need to acquire access to the Platform by creating an account. You are responsible for the confidentiality of the username and password belonging to your account. It is not allowed to share your username and password with any third person or party. You are responsible for all actions originating from your account.

Please verify if there are any specific viewing provisions, for example limited accessibility, specific equipment requirements or otherwise, applicable to the Content and whether or not you meet these provisions before making a purchase.

There are two types of accounts you can access, individual account for one person, or an organisational account administered by one person with multiple users within an organisation.

For every course, you will need to purchase a license; one license will give access to just one individual. A license gives a user access to the course purchased for a minimum of one month.

If you have a special promo code, you will be asked to enter it above the sub total box, before completing your order. Please ensure that any promotional and discount codes are applied to your purchase before finalising your payment option. These codes cannot be added to your purchases later.

## Service

We strive to keep the Services available for you on a permanent basis. However due to the nature of the Services and the internet in general, we cannot guarantee that Services will be available at all times. You acknowledge that Services may be suspended or interrupted due to maintenance, force majeure or otherwise. We strive to limit the duration of any suspension or interruption. Feel free to contact our customer support team for any question.

You represent and warrant to you will at all times use the Services in accordance with these Terms and applicable laws.

Please note, DSC is an authorised reseller of the Content but we do not control, edit or otherwise manage the Content.

We do not provide a backup of the Content purchased or accessed. We do not host or store Content, and the access to Content may be governed by the separate Publisher's terms and conditions.

## Costs

The costs associated with purchasing access to Content are indicated on the Platform for each item of Content. Fees due in respect of Content may be revised at any time provided that such revisions do not apply to already purchased Content.

## Intellectual Property

The intellectual property rights of Content distributed via the platform is vested in content providers (or its licensors). The intellectual property rights of the Platform are vested in us or our licensors.

You are provided access to the Services and Content on a limited, personal, non-business and non-commercial basis only. You are not allowed to and agree not to (re-)distribute to third parties or further make public - in whole or in part- the Content.

## Billing, Payments and Refunds

You can make a purchase by using different payment methods, possible through PayPal, Visa, or MasterCard. Payment by this method is completely secure.

**All purchases are final and non-refundable.**

VAT is charged at the current rate.

You will receive confirmation by email when your payment is accepted, and you will be able to logon to your course immediately.

## Account Registration

Once you have registered for an account you will receive a verification email, please note that you might need to check your Junk mailbox if this has not arrived after you have registered.

To log in, go to [TrainingOnline.org.uk](http://TrainingOnline.org.uk) and use your email address and password to log in. You're ready to go!

For organisation accounts, on your dashboard is where you can manage your account. From uploading users, creating passwords, buying course licenses and distributing to users.

## Contact Us

Should you have any questions regarding our Services, these Terms or otherwise, please feel free to contact us via [cs@dsc.org.uk](mailto:cs@dsc.org.uk) or phone 0207 697 4200.