

SquareOne Training Covid-19 Policies and Procedures

Corona Virus Cancellation Policy

(Last update: 10th March 2020)

SquareOne Training are following all government guidance and will continue to operate business as normal where possible, to limit disruption to supply chain.

We are treating most training scenarios on a case by case basis, so if you are concerned about a training course you have booked, please contact our team as soon as possible for us to discuss measures we can take.

SquareOne Training understand there is a number of concerns around the virus and therefore will be offering new cancellations terms and conditions to help put companies minds at ease.

We therefore reserve the right to offer any of the following alternatives in the event of a cancellation request that is purely down to Covid-19 concerns or risk of contamination and will judge each on a case by case.

In-House Training

Date of Cancellation/Rescheduling	Cancellation Fee Payable	Rescheduling Fee Payable
14 days or more prior to training	0%	0%
7-13 days prior to training	50%	25%
2-6 days prior to training	75%	50%
24 hours or less prior to training	100%	100%
Virtual Training – if you would like to swap to this training format then you will receive 20% discount off the course price.		

Please note these terms and conditions are only applicable for Corona Virus/COVID-19 cancellations/rescheduling.

For training in Europe, we will be following recommended Government guidance of the country the training is set to take place in, but if you have concerns or questions please do not hesitate to contact us.

Public Courses

We would like to assure all our delegates that our public courses will be running as normal, whilst we follow all government guidelines and WHO (World Health Organisation) guidance. Therefore, for the time being our usual booking terms and conditions apply which can be found here: (PUBLIC COURSES TERMS AND CONDITIONS)

At SquareOne Training, safety is paramount though, so we are taking additional steps to ensure that delegate safety is met. These include additional safety and hygiene steps at each of our training facilities.

We also therefore ask that if you fall into any of the below criteria, to let our team know as soon as possible:

- You have recently been abroad and visited a ‘high risk’ country.
- You are currently experiencing Corona Virus (COVID-19) symptoms.

- You have reason to suspect that you have been in contact with someone who falls into the above categories or has been confirmed to have the virus.
- You are travelling from an area that has quarantine or restrictions in place.

We also expect individuals to be following all of the latest government guidelines:

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

SquareOne Training's Right to Cancel

As a training provider, we also understand the paramount responsibility that we have to ensure the risk of spreading is minimalised and that your safety is put at the forefront of what we do.

That is why, we reserve the right to cancel any training without warning if we feel there is a risk to either our staff or our customers staff.

Trainer Illness/Risk of Illness

In the scenario that SquareOne Training are unable to deliver training due to trainer illness, quarantine or other Corona Virus/COVID-19 circumstance, we will not be liable for any costs incurred to our customers and will take steps to ensure that training is rescheduled to a date that is suitable for the customer and that is safe to do so, inline with all government guidance.

All of our trainers will be strictly reminded to ensure they are following government guidance and any trainers that fall into a 'high risk' category of carrying the virus will not be used to deliver any formal training.

SquareOne Training will also not be liable for any loss of income or staff absence in the event that any staff should become ill as a suspected result of attending one of our courses.

Further questions/guidance

Whilst we appreciate that Corona Virus/COVID-19 is likely to cause some alarm and panic, we would like to assure all of our customers that we are taking all necessary steps to put your safety and interests at the forefront of our readiness preparations.

Should you have any questions though or would like to speak to any of our team, please do not hesitate to drop us a call or email on:

info@squareonetraining.com

+44(0)151 650 6907

Additional useful sources of information can be found here:

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance>