

- Terms and Conditions for open courses
- Effective July 2025

Terms and Conditions for open courses

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1. Introduction to these terms and conditions

These terms and conditions are for our 'open courses'. By 'open courses' we mean courses that are not restricted only to individuals from one organisation. Rather, 'open courses' are those open to individuals from various organisations. In some cases, 'open courses' may also mean courses that individuals are able to attend in their own right (i.e. not on behalf of an organisation).

2. Reading these terms and conditions

We will draw these terms and conditions to your attention before you formally register for one of our open courses. You should make sure you read these terms and conditions before you formally register.

3. Other information about your course

By the time we draw these terms and conditions to your attention, you will also have received other information about the open course, such as the aims, content, structure, timings and fees for the course. Some details about the course in any separate course information may differ from what is in these terms and conditions. When that is the case, the content in the separate course information will apply. (Note, though, that workshop durations may at times differ from those specified in any separate course information, in line with section 13 of these terms and conditions).

4. Application and registration for the course

If, after applying for an open course, you are informed that your application has been successful, you will be asked to formally register for the open course via a registration page on the Ticket Tailor Ticketing platform.

5. Registration deadline

You should register for the open course as soon as possible after you have been informed that your application has been successful and no less than four weeks before the course start date. (For open courses involving one workshop, the course start date is the workshop date. For open courses involving more than one workshop, the course start date will be the date of the first workshop). Four weeks before the course start date, the registration page will be closed.

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6. Early closure of the registration page

There is a limited number of spaces on open courses, and registrations are accepted on a first-come, first-served basis. If we reach the maximum number of participants, we may close the registration page earlier than planned and this may be more than four weeks before the course start date.

7. Payment deadline

When registering for an open course, you will be asked to make payment online by card. In some instances, there may also be an option to request an invoice so that you can pay by bank transfer. If there is an option to request an invoice, and you request one, you must make payment in full no less than four weeks before the course start date. If we have not received your payment in full by four weeks before the course start date, you may not be allowed to join the course.

8. Discounts

We may provide you with a discount code to use when registering (e.g. for block bookings). If you use a discount code when registering and we later find that the registration was not eligible for the discount, we may cancel the registration or ask you to pay the difference between the standard fee and the discounted fee.

9. VAT

No VAT is payable on our fees. As a registered charity, BIHR is an eligible body under the VAT Act 1994, Schedule 9, Group 6 and our provision of education and training is therefore exempt from VAT.

10. Cancellation and refunds

After you have registered, if you cancel your registration more than 4 weeks before the course start date, we will refund any fees you have paid in full. If you cancel your registration up to 4 weeks before the course start date, no refund will be made. With our agreement, however, you may be allowed to transfer your registration to another individual. In the unlikely event that we have to cancel the course, we will refund any fees you have paid in full. If we have already delivered part of the course when we cancel, we may refund any fees you have paid on a pro-rated basis.

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11. Attendance and punctuality requirements

If you register for a course, we ask, for the sake of the smooth and effective running of the course, that you attend all workshops on the course and that you attend punctually and for the full duration. These are important requirements as our courses are interactive and practical, and designed for a minimum number of participants; not having the minimum numbers for a workshop may therefore mean that we have to modify the workshop, or cut short its duration, resulting in a less fulfilling learning experience for those who are attending and are punctual. We also ask that you let us know in advance if there is ever a good reason that you are not able to attend a workshop, or will need to arrive late for a workshop or leave early. You should also note that, if we feel that your attendance and/or punctuality on a course is repeatedly unsatisfactory, we may ultimately have no option but to ask you to leave the course, without refund of fees.

12. Conduct during workshops

If you are attending one of our workshops, we ask that you conduct yourself professionally at all times. In particular, we ask that you are respectful towards other attendees, the BIHR trainer and any others involved in delivering the workshop (such as lived experience experts), and that you avoid any behaviour that is disruptive to the workshop delivery. If we have any concerns about your conduct during a workshop, in the first instance we will usually speak to you to ask that you modify your conduct. If your conduct is again unsatisfactory after that, however, or in very serious cases, we may have no option other than to ask you to leave the course, without refund of fees.

13. Workshop durations

Workshop durations may sometimes differ slightly from those specified in any separate course information. In particular, if fewer than the expected number of participants attend a workshop, we reserve the right to shorten the duration of the workshop at any time.

14. Course materials

BIHR holds the intellectual property rights for the materials that will be used on the course. Slides used on the course will be made available to you for download,

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but you should use these solely as reference materials and must not reproduce them (in whole, part, or with amendments) without our permission.

15. Certificates

For some open courses, certificates will be issued to those who attend for the full duration of the course. You should check the course information provided separately to see if this is the case for the open course you hope to attend.

When certificates are issued, the certificates will confirm “attendance on”, but not “successful completion of”, the course. They will also be electronic certificates; we will not issue hard copies.

You should also note that, although our training provides individuals with CPD opportunities to increase knowledge and develop rights-based practice, we have not sought formal accreditation of our training for CPD purposes. Therefore, you may or may not be able to use the certificates for CPD purposes.

16. Reasonable adjustments

If you have a disability under the Equality Act requiring a reasonable adjustment, please provide details in the relevant section of the registration form.

17. Data Protection

The information you provide on your booking form is protected by UK Data Protection legislation and will be used by BIHR only in connection with the administration and delivery of your course (unless you have elsewhere provided us with your consent to contact you in the future about other BIHR courses, programmes or activities). You should also read our [Privacy Policy](#).

18. Confidentiality

During your course, you may wish to draw on and share experiences of yours that are relevant to the course. This can be a useful way of highlighting the relevance of the course to all attendees through real life examples. However, if sharing your experiences, we ask that you do not disclose confidential information. For example, we ask that, without their consent, you do not name other individuals or disclose personal information about another individual that would enable a third

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party to determine the individual's identity. Despite the foregoing, you may also find that confidential information is shared with you on the course. For example, lived experience might be shared by other attendees. If this occurs, we ask that you do not any share any confidential information outside the course, unless the person disclosing the information explicitly agrees to wider sharing. Please also note that we ask you to respect these confidentiality requirements in relation to any kind of communication (including oral, written, email or social media) and after your course has finished or you have left the course, as well as during the course.

19. Scope of BIHR courses

BIHR's training aims to build the capacity of participants to use and apply human rights law in their lives and/or work. Our focus is on the rights and duties in the UK Human Rights Act and how these are put into everyday practice, including in relation to other laws and policies (and where relevant, international laws such as the European Convention on Human Rights and UN conventions). You should note, however, that the content delivered in our workshops is for information purposes only. It is not intended, and should not be used, as legal advice or guidance. Please also remember that The British Institute of Human Rights does not provide legal advice or individual casework advice or support, and we will not be able to assist with request for such advice or support during our workshops, other than by referring you to the 'Get help' section of our website for signposting suggestions.

20. Safeguarding

Safeguarding is a means of promoting and protecting human rights, and we will ensure that key information on this is provided to you at the start of the course. If needed, we will also provide you with a copy of our safeguarding policy, which we will adhere to during the course.

21. Complaints

BIHR is committed to providing high quality services, but we acknowledge that there may be times when we don't always succeed. If you wish to make a complaint about our services, please email complaints@bihr.org.uk to request a copy of our complaints policy.