

REDDO ACADEMY

Online Training Courses

Terms and Conditions

These Terms and Conditions ("Terms") set forth the terms and conditions applicable to REDDO Academy courses and any downloadable training materials relating to them.

Acceptance of Terms: By accessing or using the REDDO Academy platform, services or downloads, the Client acknowledges and agrees to be bound by these Terms.

Complaints Procedures: We strive for excellence in our provision of services to our clients. If you ever experience an issue or have a concern, please do not hesitate to contact us academy@reddocares.org.uk

I- Definitions

This section clarifies the meaning of some words and expressions used in this document:

Accommodation Policy: Accommodations are adjustments and modifications that provide participants with disabilities equal access to courses and programs. However, accommodations do not guarantee an outcome or a level of achievement. Accommodations also do not apply to non-disability related circumstances such as work conflicts, vacations, or family commitments. For more information, please see the annex section at the end of this document.

Agreed Order Form: means the electronic order completed and submitted by the Client (whether self-funded or sponsored) through the REDDO Academy online platform for the purchase of an online course. Completion and electronic submission of the Order Form, together with successful payment via the platform, shall constitute valid acceptance of these Terms and formation of a legally binding contract. Access to the course is granted immediately upon payment.

Course Platform Certificate:

Certification of Completion & Specialization

All duly completed and paid for REDDO Academy Courses may entitle the Participant to the grant of a Certificate of Completion in accordance to successfully obtaining an average of 80% .

All duly completed and paid for REDDO Academy Courses may entitle the Participant to the grant of a Certificate of Specialization in accordance to successfully obtaining an average of 80% in every course of a purchased course package.

For more information, please see the annex section at the end of this document.

Client: The individual learner, who purchases access to REDDO Academy online course through the platform, whether acting on their own account or sponsored by a third party. The individual learner shall be the contracting party for the purposes of these Terms, irrespective of who funds the course.

Contract: means the legally binding agreement formed between the Provider and the Client upon successful completion of the online checkout process and receipt of a payment for a course, governed by these Terms.

Contract Term: The length of time the Contract is in effect and during which the Client is granted access to the purchased course and related Services, as specified in these Terms.

Downloads: These are materials downloaded on Reddo's platform. Downloads may include text, images, audio, and video content, as the Provider sees fit.

Force Majeure Event: Any event or series of events outside the reasonable control of the affected party and which prevents the affected party from fulfilling its obligation. The following events constitute force majeure:

- a. Internet or public telecommunications network outages
- b. Cyberattacks (hacker attacks, denial of service attacks, virus or malware attacks or infections)*`
- c. Power failures
- d. Third-party industrial disputes
- e. Disasters (epidemics, pandemics, explosions, fires, floods)
- f. Riots, terrorist attacks, and wars

Hosted Services: On-demand services that the Provider makes available to the Client online. Hosted Services may include but are not limited to access to learning platforms, online resources, and interactive modules.

Order Form: The electronic ~~or physical~~ document filled by or on behalf of the Client, that states the specific services being requested by the Client.

Provider: In this case, the Provider is Reddo Cares CIC a partnership established under English and Welsh law with its main office at 94A Roding Road, Loughton, IG10 3EF

Services: The Provider will offer Hosted Services and Downloads.

Third Party Services: Any software or services provided by a company other than the Provider, that the Client and Provider use to access or provide the Services.

Third Party Service Providers: third-parties used by the Provider in the context of providing the Services.

II- Contract Formation and Duration

1. Advertisements for courses posted by the Provider on the REDDO Academy platform constitute invitations to treat, not binding offers.
2. The Client accepts the Services posted by the Provider upon completion of their purchase of a course online through this website and payment of the applicable fees, as evidenced by the issuance of a written receipt by the Provider.
3. The Contract Effective Date shall be the specific date reflected on the Agreed Order Form.
4. Each completed and submitted Order Form will constitute a separate contract unless otherwise agreed upon in writing.
5. The Contract for each purchased course will commence on the relative Effective Date and will continue until the expiry of the Contract's paid period of ninety days.

III- General Client Obligations:

1. The Client must meet the prerequisites stated in the completed and submitted Order Form. By the completion of the Order Form applicable to the Services concerned the client confirms to the Provider that the Client meets the requirements specified in the Order Form for admission to the course concerned and that all information provided in the Order by or on behalf of the client, is accurate at the time that it is provided.
2. The Client must comply with all their obligations under the terms and conditions herein provided.
3. The Client must at all times adhere to high moral and ethics and follow the Provider's code of conduct when interacting with them or anyone else related to the Services.
4. The Client shall use the services in compliance with these Terms and applicable laws, and ensure that their technical setup meets the requirements specified by the Provider.
5. The Client shall maintain the confidentiality of login credentials and prevent unauthorized access to the Services.
6. The Client shall not:

- engage in any activity that disrupts or interferes with the Services (including Hosted Services and Third-Party Services),
 - use the services to commit or contribute to any breach of any obligation, including but not limited to transmitting malicious code or violating intellectual property rights or any other rights,
 - Share course materials with unauthorized individuals.
7. Third-Party Service Providers: The Client must adhere to the terms and conditions of any Third-Party Service providers in every applicable case; and the Provider shall not be responsible for the actions or inactions of any third-party service providers.

IV- Charges and Payment:

1. The Client shall pay the charges according to the terms and conditions of the applicable contract. Prices for the Services are inclusive of applicable VAT (currently charged at the rate of ● per cent).
2. Invoices are issued in advance of the provision of the relative Services and are payable in full on the date stated in the invoice and before the Service starts. Payment methods currently accepted by Reddo Academy include debit & credit card using stripe platform
3. In the event of late or failed payment by the Client, the Provider reserves the right to suspend access to the Services until payment is received in full.
4. Any amount not paid when due shall accrue interest at the rate of our percent (4%) per annum above the Bank of England base rate, calculated on a daily basis and compounded monthly, from the due date until payment.
5. Suspension of access due to non-payment shall not relieve the Client from the obligation to pay the outstanding fees in full.

V- Client Cancellation:

1. The Client may withdraw an offer or cancel a contract within five (5) working days of purchase, provided that access to the Services has not commenced and no course content has been accessed, streamed, or downloaded. If the relative Services have during the said five (5) days already started or any services or course content have been accessed, used, or downloaded, the Provider shall have the right to charge the full amount for the Services rendered, and the client expressly acknowledges that the right to cancel or otherwise withdraw an offer may be lost.
2. The Client may at the discretion of REDDO Academy be required to pay the full amount, or pay for any of the Services received by them up to the time of cancellation.

VI- Provider's right to Refuse or Cancel:

The Provider reserves the right to refuse or cancel orders at its reasonable discretion, including notably where (i) Payment has not been received in full, (ii) the Client fails to meet specified prerequisites, and/or (iii) the Provider reasonably suspects misuse of the services or breach of these Terms.

VII-No Exam Success Guarantee:

1. The Provider explicitly disclaims any guarantee of any exam success.
2. The Provider does not guarantee certification or any particular result in any course, exam, or assignment; these matters are dealt with on the basis of results achieved depend solely on the Client's effort, performance, and other factors beyond the Provider's control.

VIII- Provider Disclaimer

All Provider's warranties, representations, and conditions that are not expressly stated by the Provider in these Terms are excluded to the fullest extent permitted by law. This includes, but is not limited to, implied warranties of fitness for a particular purpose or merchantability.

IX- Force Majeure

In the case of the occurrence of a Force Majeure event duly notified in writing by the affected party to the non-affected party, the Contract duration may at the discretion of the non-affected party be extended to compensate for the disruption by an extra 3 months, but thereafter the Contract concerned may be terminated on fifteen (15) days' notice at the discretion of the non-affected party.

X- Intellectual Property

1. All materials, including but not limited to all Downloads, Service content and any course content, material training guides, videos, and quizzes, or any other content received in the context of using or accessing Reddo Academy platform/website are the exclusive property of the Provider or its licensors (the "**Intellectual Property**").
2. The Client acquires no ownership rights over any Intellectual Property.
3. The Provider retains full ownership of the Intellectual Property and any rights related thereto, including copyrights, trademarks, and other proprietary rights.
4. As of the Effective Date, the Provider grants to the Client a non-exclusive non-transferable and revocable license to access, download, store, view, and print a copy of the material downloaded from the website or to use the Downloads and Services, solely for personal study and non-commercial purposes, and only during the specified Contract period. This is granted only for the named users specified in the completed and submitted Order Form. Any unauthorized access, sharing, or use of Hosted Services by unlicensed individuals is prohibited and the Client is responsible for preventing unauthorized access to the Hosted

Services. ~~3 months?~~—This license shall automatically terminate upon the earlier of (i) completion of the course, (ii) expiry of the Contract period, or (iii) termination of the contract for any reason. Upon termination of the license, the Client shall immediately cease access to the Hosted Services and shall not further use, reproduce, or distribute materials.

5. The Client shall not be entitled to publish, resell, modify, or use unlawfully any Download, nor to use to compete with the Provider or for any commercial purposes. All copyright notices relating to any Download must be retained by the Client and must be made available to the Provider on demand.

XI- Intellectual Property Infringement

1. The Client shall indemnify the Provider against any claims arising from unauthorized use, reproduction or distribution of the Provider's intellectual property.
2. If the Provider becomes aware of an infringement, it reserves the right to suspend the Client's access to the services, and/or pursue legal remedies, including damages and injunctive relief.

XII-Indemnification by Client

The Client agrees to indemnify and hold harmless the Provider against any claims, damages, or losses arising from breach of these Terms and/or unauthorized use of the Services or Intellectual Property.

XIII- Data Protection and Privacy

1. Compliance with Data Protection Laws:
 - a. The Provider will process personal data in compliance with applicable data protection laws, including the UK GDPR and the Data Protection Act 2018;
 - b. The Provider's Privacy Policy, available on the website, outlines the specific date of data processing, storage, and retention.
2. Data Security: The Provider shall implement reasonable and industry-standard security measures to protect Client data against unauthorized access, loss, or misuse. However, the Client acknowledges that no electronic transmission or storage system can be guaranteed as completely secure, and the Provider does not warrant absolute security.

XIV- Provider Limitation of Liability

The Provider's total liability for claims arising from the Contract and/or under these Terms, is limited to the total fees paid by the Client in the three (3) months preceding the claim. The Provider is not liable for:

1. Indirect or consequential damages, including loss of revenue, data, or profits.
2. Interruptions caused by third-party services or Force Majeure Events.

XV- Governing Law and Jurisdiction:

These Terms as well as the Contracts and any disputes arising out of or in connection with any of them (including in respect of their validity, interpretation and/or enforcement), shall be governed by the laws of England and Wales, and any disputes shall be settled before the competent English courts.

XVI- Prior Terms or Agreements:

These Terms supersede any prior agreements or representations. These Terms form an integral part of the Contract.

XVII- Effects of Termination:

Upon termination or expiry of the Contract for any reason all rights of access to the Services shall immediately cease. The of Articles I, III, IX, X, XI, XII, XIII, XIV, XVI, XVII, and XVIII shall survive termination and remain in full force and effect.

XVIII- Notices:

Notices shall be sent by email: academy@reddocares.org.uk and no other means.

ANNEX

Operational Policies

Course Platform Certificates:

Certification of Completion

All duly completed and paid for REDDO Academy Courses may entitle the Participant to the grant of a Certificate of Completion in accordance with the following.

To obtain a Certificate of Completion:

- Participants are expected to fully complete all work on the course platform in English in a thoughtful and timely manner. This means completing content in each course and fully answering questions, quizzes and material prescribed therein by the required deadlines.

- A course is composed of a series of elements, such as videos, simulations, reflections, or quizzes, designed to impart the learnings of the course. An average score of 60% or greater is needed to earn a Certificate of Completion.
- Participants who fail to complete the relative course requirements will not be entitled to receive a Certificate of Completion and will not be eligible to retake the course. No grades are assigned for Course platform Certificate of Completion.

Certificate of Specialisation

All duly completed and paid for REDDO Academy Courses may entitle the Participant to the grant of a Certificate of Specialization in accordance to successfully obtaining an average of 60% in every course of a purchased course package.

Accreditation Certificates

Where applicable and subject to formal accreditation being obtained, certain courses may indicate external accreditation. Unless expressly stated, REDDO Academy certificates constitute certificates of completion or specialisation only and do not represent regulated qualifications.

Disability Accommodations:

REDDO Academy Online welcomes participants of all backgrounds and abilities. Under the Equality Act 2010 of the United Kingdom, a person is considered to have a disability if that individual (1) has a physical or mental impairment that substantially limits one or more major life activities; (2) has a record of having such an impairment; or (3) is regarded as having such an impairment.

What are accommodations? Accommodations are adjustments and modifications that provide participants with disabilities equal access to courses and programs. However, accommodations do not guarantee an outcome or a level of achievement. Accommodations also do not apply to non-disability related circumstances such as work conflicts, vacations, or family commitments.

What is the accommodations request process? Participants are responsible for disclosing the need for accommodations in each course by initiating contact via email to academy@reddocares.org.uk

Individualized accommodations are then determined through a collaborative process that takes into account self-reports, available supporting documentation, and requirements of the specific course. Requests are reviewed on a case-by-case basis.

What type of supporting documentation is accepted? The REDDO Academy team will review any relevant supporting documentation. However, the documentation must be in English or include a notarized English translation. Please also remove any social security numbers or other unrelated sensitive information.

The following are general documentation guidelines for your reference:

- Documentation submitted on letterhead from the licensed treatment provider. Please note forms and templates from other institutions may require supplemental information.
- Documentation submitted is current, preferably within three (3) years. (The age of the documentation may also be dependent upon the nature of the disability and the specific requested accommodation).
- Documentation submitted must provide a statement of the functional impact and limitations of the disability or condition on major life activities. When applicable, also outlines a prognosis of the symptoms over time and context.
- Documentation submitted must list recommended accommodations with an explanation of the relevance of each to the diagnosed disability or condition.

Whom do I contact? In order to initiate a request or to inquire about the process, please reach out to academy@reddocares.org.uk