



Inclusion Support Service Terms and Conditions

June 2026

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Humber Education Trust (HET) Inclusion Support Service consultancy, outreach services and training programmes are provided by HET, an exempt charity regulated by the Secretary of State for Education. HET is a company limited by guarantee registered in England and Wales (company number 08682547), whose registered office is at c/o Bude Park Primary School, Cookbury Close, Hull, HU7 4EY.

These terms and conditions apply to all Inclusion Support Services provided by HET. **By making a booking, you agree to be bound by these terms and conditions.**

1. General principles

- HET's Inclusion Support Service is designed to support those working within the education sector. For any questions regarding these terms and conditions or bookings please contact us on inclusion@het.academy.
- HET reserves the right to amend these terms and conditions at any time. Any changes will be posted on our website, and it is your responsibility to review them before making a booking.

2. Booking and confirmation

- All bookings must be made via the completion of the designated booking form. HET cannot accept bookings via telephone or email.
- You agree to provide accurate and complete information when booking. The number of participants and any specific requirements must be communicated at the time of booking.
- By submitting a booking form for one or more attendees, your school/trust/company is committing to the cost of these places; event costs are clearly stated on the advertising material.
- Confirmation of your place(s) will be provided via email once the booking form has been processed. If an event is fully booked, you may have the opportunity to join a waiting list so that we can contact you if a space becomes available.
- If you need to amend a booking (e.g. date, number of participants, session type), you must notify us in writing at least 3 working days before the scheduled session.

3. Cancellation and transfer policy

- If an attendee is no longer able to attend a booked session, their place can be transferred to another colleague from within the same organisation, unless the event is role specific. HET must be notified by email to inclusion@het.academy no later than 3 working days before the event takes place. HET will not charge a fee for making transfer arrangements and will additionally make every effort to complete transfers within one working day of the request.
- If you need to cancel your booking, you must do so in writing/email at least 20 business days before the session to avoid cancellation fees. HET commits to costs in the development and delivery of its services and therefore must implement the following cancellation policy:
 - For no shows - no refund is due.
 - For cancellations at 6 weeks' notice or less - no refund is due.
 - For cancellations between 6 to 12 weeks' notice - 50% refund is due.
 - For cancellations at more than 12 weeks' notice - a full refund is due.

- HET reserves the right to waive the cancellation policy at its discretion in exceptional circumstances.
- HET reserves the right to convert a conference, summit, short course and/or training programme to an online event or provide access to the event content via a live stream, should the need arise due to external factors. In the circumstances where HET provides digital access, HET will endeavour to give delegates a minimum of 7 days' notice. When digital access is provided, refunds are not available.
- HET reserves the right to cancel a conference, summit, course or programme in exceptional circumstances. Where this is necessary, HET will seek to provide a viable alternative and transfer delegates. If this is not possible, a full refund or credit note will be provided. HET will not, however, be able to refund any travel or accommodation costs incurred.

4. Delivery of services

- Sessions will be delivered either:
 - **In person** at Humber Education Trust or at your designated location.
 - **Online** via video conference tools (e.g. Microsoft Teams).
- For online training, it is the participant's responsibility to ensure they have the necessary equipment, internet connection, and software to access the session. HET is not liable for technical issues that occur on the participant's side.
- Participants are expected to behave professionally during all sessions. We reserve the right to remove individuals from a session if they engage in disruptive or inappropriate behaviour.
- HET reserves the right to amend conference, summit, course and training programmes from time-to-time where circumstances dictate.

5. Fees and payment

- The fees for each session or package are as outlined in our brochure or as communicated during the booking process.
- An invoice will be provided for your booking as a separate email, this will be sent to your finance contact directly where HET has their details on record.
- **Full payment is required 3 business days before the scheduled session** unless otherwise agreed in writing.
- If payment is not received by the due date, we reserve the right to cancel the session.

6. Intellectual property

- Unless otherwise stated, all intellectual property rights for all training materials, including but not limited to handouts, presentations, videos and resources provided, remain the intellectual property of HET. These materials are for personal or internal school use only and may not be shared, reproduced, or distributed without prior written consent.
- Any resources provided are for the exclusive use of delegates and should not be shared more widely.
- No session may be recorded, reproduced, or distributed by participants without prior written consent from HET.

7. Liability

- While we strive to provide the highest quality training, HET does not accept any responsibility or liability for any loss or damage resulting from your use of or reliance on the training content provided. This includes, but is not limited to, any loss of data, damage to devices, or interruption in service.
- Participants must comply with the health and safety guidelines provided at in-person venues. HET is not responsible for any injuries, accidents, or damage incurred during on-site sessions.

8. Data Protection

- By submitting a booking form, you consent to HET processing your personal data in accordance with our Data Protection Policy & Procedures, available via www.humbereducationtrust.co.uk
- Your personal data will only be shared with third parties when necessary to deliver the session or as required by law as detailed in our Privacy Notice which can be accessed here: [Privacy Notice](#)
- You may request to have your data deleted or corrected at any time by contacting us on inclusion@het.academy.

9. Acceptance of terms and conditions

- These terms and conditions may be revised from time to time and updated versions will be posted on HET's website. Participants are responsible for keeping up to date with all changes. Continued participation in the event shall be deemed acceptance of all changes to these terms and conditions.
- These terms and conditions shall be governed by and construed in accordance with the laws of England and Wales. Any disputes arising under these terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.
- By making a booking with HET, you confirm that you have read, understood, and agree to these Terms and Conditions.