

Pricing and Booking Terms



Cala
CHILDCARE & LEARNING ACADEMY

These terms apply to all training booked with CALA Childcare & Learning Academy. Please read them before confirming your booking. **The version supplied with your booking confirmation is the version that applies to that booking** — this one is Version 1.0, effective August 2026.

Our courses

COURSE	DURATION	PRICE PER PERSON
Full Safeguarding & Child Protection	5 hours	£55
Refresher Safeguarding & Child Protection	3 hours	£35
Designated Child Protection Officer	5 hours	£65

All courses are delivered face to face. Certificates are valid for three years. Classes are limited to 35 participants.

10

participant minimum charge
for on-site courses

7 days

deadline for confirming final
participant numbers

Free

eligible participant
substitutions, including on the
day

Terms and conditions

1 Minimum booking charge

On-site courses are subject to a minimum charge equivalent to 10 participants. A course may proceed with fewer than 10 participants; however, the minimum charge will still apply. Where more than 10 participants attend, the course fee will be calculated using the applicable price per participant.

2 Confirming a booking

A course date is secured only when CALA has confirmed the booking in writing, the customer has accepted this policy and any requested deposit has been paid. A provisional enquiry does not reserve a date. CALA may require a deposit equal to 25% of the minimum course charge, which will be deducted from the final invoice.

3 Participant numbers and invoicing

An estimated number should be provided when booking. Numbers may be increased or reduced up to seven calendar days before the course, subject to the minimum charge and agreed capacity. Final numbers are due no later than seven calendar days before the course. The invoice will be for the confirmed number or the 10-participant minimum, whichever is greater.

After that deadline, the amount cannot be reduced because of absence, illness, staff shortages, rota changes or similar circumstances. CALA has reserved the trainers' time, prepared materials and may no longer be able to accept another booking for that date.

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4 Substitutions and additional participants

An eligible participant may be substituted without charge, including on the day, provided they complete the full course. CALA should be told as soon as possible so attendance records and certificates are correct. Additional participants require CALA's approval and are charged at the applicable per-person rate.

5 Non-attendance

No refund or reduction is provided where a confirmed participant does not attend, arrives too late to complete the required training, leaves before completion or is unable to participate fully. Where appropriate, another eligible staff member may attend in their place.

6 Venue and access

For training at the customer's premises, the customer must ensure that the venue is available at the agreed time, the room is suitable for the number attending, CALA's trainers can access the premises and any previously agreed equipment or facilities are available. If the course cannot proceed because the venue is unavailable, inaccessible or unsuitable, it is treated as a customer cancellation.

7 Cancellation by CALA

If CALA has to cancel, it will offer an alternative date or refund course fees paid. CALA is not responsible for additional costs incurred by the customer as a result, except where required by law.

8 Payment and acceptance

Invoices must be paid within the period stated on the invoice. The customer remains responsible for the minimum or confirmed charge regardless of final attendance. By confirming a booking, the customer confirms that they have read, understood and accepted this policy. CALA may amend the policy; the version supplied and accepted when the booking is confirmed applies to that booking.

How to accept these terms

Your booking is not secured until CALA has confirmed it in writing and you have accepted this policy. To accept, please complete the short form on our website:

calacademy.co.uk/accept

It takes about a minute. You will need the setting name, the course and date, and the name and role of the person accepting on the setting's behalf. We will email a copy of your acceptance straight back to you for your own records.

If you would rather not use the form, replying to your booking confirmation email to say you accept these terms, Version 1.0, works just as well. Please ask before accepting if anything here is unclear.

Questions about your booking

Email contact@calacademy.co.uk · calacademy.co.uk

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