

Terms and conditions of supply

Website and policy statement

By accessing or using ASDAN's website or services, you agree to comply with and be bound by these Terms and Conditions, alongside ASDAN's Privacy Policy.

"ASDAN" refers to ASDAN Ltd, Wainbrook House, Hudds Vale Road, St. George, Bristol BS5 7HY.

Website terms

- The content of the pages of the ASDAN website are for your general information and use only. It is subject to change without notice;
- Neither ASDAN nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on the ASDAN website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and ASDAN expressly excludes liability for any such inaccuracies or errors to the fullest extent permitted by law. ASDAN will remedy any inaccuracies or errors identified;
- Your use of any information or materials on our website is entirely at your own risk, and ASDAN shall not be liable for such use. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements;
- The website contains material which is owned by, or licensed to, ASDAN. This material includes, but is not limited to, the design, branding, layout, appearance and images, video and audio. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions;
- Unauthorised use of the ASDAN website may give rise to a claim for damages and/or be a criminal offence;
- From time to time the ASDAN website may include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s);
- Your use of the ASDAN website and any dispute arising out of such use of the website is subject to the laws of England and Wales. Any dispute is subject to the non-exclusive jurisdiction of the courts of England and Wales;
- The ASDAN website uses cookies to store information on your computer. Some cookies are essential to the proper functioning of our site, and the site will not work as expected without them. These cookies are set when you submit a form, login or interact with the site by doing something that goes beyond simply clicking on links. ASDAN also uses some non-essential cookies to anonymously track visitors or enhance your experience of the site.

Disclaimer

Every effort is made to keep the ASDAN website up and running smoothly. However, ASDAN takes no responsibility for, and will not be liable for, the website being temporarily unavailable from time to time.

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Copyright

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- you may print or download to a local hard disk extracts for your personal and non-commercial use only;
- you may copy the content to individual third parties for their personal use, but only if you acknowledge the website as the source of the material.

You may not, except with the express written permission of ASDAN, distribute or commercially exploit the content; nor may you transmit it or store it in any other website or other form of electronic retrieval system.

Trademarks

ASDAN has the following registered trademarks: CoPE®

ASDAN Membership and Centre agreement

- The agreement starts when ASDAN confirms membership via email.
- Membership auto-renews annually unless terminated with 30 days' written notice.
- Cancellation within 30 days of invoice allows for a full refund; after that, the fee remains payable.
- Members must provide required policies and documentation when requested.

Intellectual property

- All copyrights, trademarks, and IP in ASDAN materials and websites belong to ASDAN or licensors.
- Materials may only be used for personal, non-commercial purposes unless written permission is obtained.
- Members can use the ASDAN Registered center logo during active membership, following guidelines.
- References to ASDAN must not be misleading or inaccurate.

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Books, materials, and digital products

- Physical products are delivered to the registered address.
- Members are responsible for order accuracy; refunds are not issued for errors.
- Faulty or misprinted items may be returned within 30 days in original condition.
- Digital products are non-refundable once accessed.

Learner registration and moderation/sampling activities

- Members must follow ASDAN registration and certification policy.
- Registration fees are non-refundable and non-transferable.
- Unused learner registrations expire after the published period.
- Members must purchase required books and registrations; ASDAN may invoice for any shortfalls.
- Postal moderation: use a tracked service; ASDAN is not liable for transit losses.

Events and training

- Events must be booked via the ASDAN website.
- Cancellations seven plus working days before event: full credit; less than seven days: full fee payable.
- ASDAN may limit places for events or training sessions to support fair access for all members. Where a limit applies, this will usually be five places per member organisation unless otherwise stated.
- ASDAN may cancel/reschedule events due to extreme circumstances but is not liable for travel or accommodation costs.

E-portfolio system (closing 31 August 2026)

- ASDAN retains learner evidence for the course duration plus one year (Key Steps four years; Short Courses three years).
- Members should keep their own copies of e-portfolio summaries.
- Video/audio must be uploaded as secure links; ASDAN is not responsible for hosting files.
- E-portfolio registrations are non-refundable but can be transferred to another learner or exchanged for a student book if purchased in error.

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Equitas (digital learning platform)

Please refer to:

- ASDAN terms and conditions for platform
- ASDAN acceptable use policy for platform
- ASDAN platform cookie policy
- ASDAN platform privacy policy

These are available on the ASDAN website.

Certificates

- Requests for replacement certificates must be in writing with reason provided.
- Members pay for replacements unless the error is ASDAN's.
- Damaged or erroneous certificates must be returned before replacement.

Data protection (GDPR)

- ASDAN complies with GDPR and the Data Protection Act 2018.
- Members must also comply and indemnify ASDAN against breaches.
- ASDAN does not share personal data for marketing without consent.

Website access and security

- Members must keep usernames and passwords secure.
- Report suspected unauthorised access immediately.
- ASDAN may withdraw access if misuse is suspected.

International members

- Subject to the same terms as UK members.
- Must fund any quality assurance visits required by ASDAN.