



Welcome to our website. If you continue to browse and use this website you agree to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern National Carpet Cleaners Association (NCCA) relationship with you in relation to this website.

The term 'National Carpet Cleaners Association (NCCA)' or 'us' or 'we' refers to the owner of the website whose registered office is. The term 'you' refers to the user or viewer of our website.

If you have any questions about these terms, please contact us by:

- sending an email to admin@ncca.co.uk

1 Introduction

1.1 We are Carpet Cleaners Association Limited(The) a company registered in England and Wales under company registration number 01724576. Our registered office is at NCCA, Museum of Carpet, Stour Vale Mill, Green Street., Kidderminster, DY101AZ.

1.2 If you have any questions about the Site, please contact us by:

1.2.1 ending an email to admin@ncca.co.uk.

2 Your privacy and personal information

2.1 Our **Privacy Policy** is available at [Privacy Policy - NCCA](#).

2.2 Your privacy and personal information are important to us. Any personal information that you provide to us will be dealt with in line with our Privacy Policy, which explains what personal information we collect from you, how and why we collect, store, use and share such information, your rights in relation to your personal information and how to contact us and supervisory authorities if you have a query or complaint about the use of your personal information.

3 Ordering services from us

3.1 Below, we set out how a legally binding contract between you and us is made.

3.2 You can book one of our training sessions or sign up to be a member on our website: [NCCA - National Carpet Cleaners Association | Find Trusted Local Cleaners](#).

3.3 Upon submission of your order through the online checkout, we will acknowledge receipt by email.

National Carpet Cleaners Association
Museum of Carpet
Kidderminster
DY10 1AZ

admin@ncca.co.uk | <https://ncca.co.uk> | 01562 547754
Company No. 1724576 (England)

- 3.4 We may contact you to say that we do not accept your order. This is typically for the following reasons:
- 3.4.1 we cannot carry out the services (this may be because, for example, the training host is no longer doing this course);
 - 3.4.2 if that particular course is no longer available;
 - 3.4.3 we cannot authorise your payment; or
 - 3.4.4 we are not allowed to sell the services to you (for example, because you are under age to buy the requested services).
- 3.5 If you are under the age of 18 you may not buy services from the site.

4 Right to cancel

- 4.1 You have the right to cancel this contract before your renewal date without giving any reason. We will send an automated email 30 days before your renewal date as a reminder as well as provide information on how to cancel.
- 4.2 To exercise your right to cancel, you must notify us of your decision by providing a clear written statement. This notification must be sent by email to admin@ncca.co.uk.

5 Payment

- 5.1 We accept credit cards and debit cards.
- 5.2 We will do all that we can to ensure that all of the information you give us when paying for the services is secure by using an encrypted secure payment mechanism. However, in the absence of negligence on our part, any failure by us to comply with this contract or our Privacy Policy or breach by us of our duties under applicable laws, we will not be legally responsible to you for any loss that you may suffer if a third party gains unauthorised access to any information that you give us.
- 5.3 All payments by credit card or debit card need to be authorised by the relevant card issuer.
- 5.4 If we do not receive your payment we may charge interest on any balance outstanding. You shall pay interest on the overdue sum from the due date until payment of the overdue sum, whether before or after judgment. Interest will accrue each day at 4% a year above the Bank of England's base rate from time to time, but at 4% a year for any period when that base rate is below 0%;
- 5.5 If the company fails to pay any membership fees, the individual named on the application shall be personally liable for such amounts.
- 5.6 Nothing in this clause affects your legal rights to cancel the contract during the cancellation period.
- 5.7 All prices are in pounds sterling (£)(GBP) and include VAT at the applicable rate.

6 Intellectual Property

- 6.1 The intellectual property rights in the Site and in any text, images, video, audio or other multimedia content, software or other information or material submitted to or accessible from the Site (Content) are owned by us and our licensors.
- 6.2 We and our licensors reserve all our intellectual property rights (including, but not limited to, all copyright, trademarks, domain names, design rights, database rights, patents, and all other intellectual property rights of any kind) whether registered or unregistered anywhere in the world. This means, for example, that we remain owners of them and are free to use them as we see fit.
- 6.3 Nothing in these Terms grants you any legal rights in the Site or the Content other than as necessary for you to access it. You agree not to adjust, try to circumvent, or delete any notices contained on the Site or the Content (including any intellectual property notices) and in particular, in any digital rights or other security technology embedded or contained within the Site or the Content.
- 6.4 We, own the trademark the “Carpet Cleaners Association Limited” which is registered under number UK00003648485 in class 37. The trademark was first registered on 8th May 1996, and we became the owner on 10th of June 2022. Use by you of any trade marks on the Site or in the Content is prohibited unless you have our prior written permission.
- 6.5 Unless you have our prior written consent, you are expressly prohibited from:
- 6.5.1 aggregating, collecting, or compiling Site Content for commercial or non-commercial purposes. This includes, but is not limited to, the use of Site Content to create databases, directories, or other aggregated content;
- 6.5.2 using any artificial intelligence (AI) tools, machine learning algorithms, or other automated technologies to analyse, process, or generate content based on or through the use of Site Content. This includes, but is not limited to, using the Site Content to (i) train AI models (ii) for any form of automated content generation and (iii) as input to an AI system, as a prompt, request, question, instruction or similar.

By accessing and using this Site, you agree to comply with these restrictions. Any attempt to bypass these restrictions may result in legal action and/or termination of your membership.

7 External Links

- 7.1 Where our site contains links to other sites and resources provided by third parties, these links are provided for your information only. Such links should not be interpreted as approval by us of those linked websites or information you may obtain from them.
- 7.2 We have no control over the contents of those sites or resources.

8 Submitting information to the site

- 8.1 While we try to make sure that the Site is secure, we do not actively monitor or check whether information supplied to us through the Site is confidential, commercially sensitive, or valuable.

- 8.2 Other than any personal information which will be dealt with in accordance with our Privacy Policy, we do not guarantee that information supplied to us through the Site will be kept confidential and we may use it on an unrestricted and free-of-charge basis as we reasonably see fit.

9 Accuracy of information and availability of the site

- 9.1 We try to make sure that the Site is accurate, up-to-date, and free from bugs, but we cannot promise that it will be. Furthermore, we cannot promise that the Site will be fit or suitable for any purpose. Any reliance that you may place on the information on the Site is at your own risk.
- 9.2 Any Content is provided for your general information purposes only and to inform you about us and our products and news, features, services, and other websites that may be of interest, but has not been tailored to your specific requirements or circumstances. It does not constitute technical, financial, or legal advice or any other type of advice and should not be relied on for any purposes. You should always use your own independent judgment when using our Site and its Content.
- 9.3 While we try to make sure that the Site is available for your use, we do not promise that the Site will be available at all times or that your use of the Site will be uninterrupted.

10 End of your membership

- 10.1 A Member may terminate their membership by giving 30 days' written notice to us.
- 10.2 We may terminate a Member's membership if the Member:
- 10.2.1 fails to pay any membership fees within 30 days of the due date;
 - 10.2.2 breaches the Company's Articles of Association or Code of Conduct; or
 - 10.2.3 ceases to satisfy the eligibility criteria for membership.
- 10.3 If your membership is ended it will not affect our right to receive any money which you owe to us under this contract.
- 10.4 Upon termination or cessation of your membership for any reason, you must immediately cease to represent yourself as being in any way connected with, us.
- 10.5 You must not use our name, logo, branding, or any description suggesting current membership, partnership, endorsement, or association with the Company in any capacity, including in connection with any new or existing business, promotional materials, online profiles, or communications.
- 10.6 The Company reserves the right to take appropriate action to protect its reputation and goodwill in the event of any breach of this clause.

11 Limitation on our liability

- 11.1 Except for any legal responsibility that we cannot exclude in law (such as for death or personal injury) or arising under applicable laws relating to the protection of your personal information, we are not legally responsible for any:

11.1.1 losses that were not foreseeable to you and us when the contract was formed;

11.1.2 losses that were not caused by any breach on our part;

11.1.3 business losses; or

11.1.4 losses to non-consumers.

11.2 We are not liable to you for any loss or damage that was not foreseeable, any loss or damage not caused by our breach or negligence, or any business loss or damage.

12 Disclaimer of Warranties

12.1 The content on our site is provided for general information only. It is not intended to amount to advice on which you should rely. You must obtain professional or specialist advice before taking, or refraining from, any action on the basis of the content on our site.

12.2 Although we make reasonable efforts to update the information on our site, we make no representations, warranties or guarantees, whether express or implied, that the content on our site is accurate, complete, or up to date.

12.3 You acknowledge that such information and materials may contain inaccuracies or errors, and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

13 Third party rights

No one other than a party to this contract has any right to enforce any term of this contract.

14 Variation

14.1 No changes to these Terms are valid or have any effect unless agreed by us in writing.

14.2 We reserve the right to vary these Terms from time to time. Our updated Terms will be displayed on the Site and by continuing to use and access the Site following such changes, you agree to be bound by any variation made by us. It is your responsibility to check these Terms from time to time to verify such variations.

15 Disputes

15.1 We will try to resolve any disputes with you quickly and efficiently. If you are unhappy with the services we have provided or any other matter, please contact us as soon as possible on admin@ncca.co.uk.

15.2 Our **Complaint Handling Policy** can be accessed here [*insert link*].

15.3 If a dispute cannot be resolved in accordance with our Complaint Handling Policy or you are unhappy with the outcome, you may want to use alternative dispute resolution (**ADR**). ADR is a process for resolving disputes between you and us that does not involve going to court.

15.4 If you do not wish to use ADR, you can still bring court proceedings.

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- 15.5 The laws of England and Wales apply to this contract, although if you are resident elsewhere you will retain the benefit of any mandatory protections given to you by the laws of that country.
- 15.6 Any disputes will be subject to the non-exclusive jurisdiction of the courts of England and Wales. This means that you can choose whether to bring a claim in the courts of England and Wales or in the courts of another part of the UK in which you live.

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