



**Be
Consumer Law
Ready!**

Consumer Law Ready - Kent County Council Trading Standards (TS) specialist training programme for business

1st October 2:30 – 4:30 - Pre-contract information and the right to cancel

Whether your contracts are made over the phone, by mail order or the internet, find out what makes a contract 'enforceable' and how cancellation rights work to protect your business and provide good customer service.

3rd October 2:30 – 4:30 – Consumer Rights and Guarantees & Alternative Dispute Resolution/Online Dispute Resolution

Improve your customer complaint handling by understanding what a consumer's legal rights are in the event of a problem and the use of alternative dispute resolution to get it settled.

4th October 2:00 – 4:30 - Unfair Commercial Practices, Unfair Terms, and Pricing Practices

Discover what makes terms fair, so you can rely on yours, and find out what business activities and pricing promotions could lead you into hot water.

The trainers: -

Claire Dartnell a member of the Chartered Trading Standards Institute and a Trading Standards Practitioner. A Law Graduate with nearly 20 years TS experience advising on civil law.

Peter Stonely has more than 20 years' experience as an operational TS officer, over 15 years as a law trainer, 5 years as Trading Standards Manager for a national retailer and is the lead trainer for the Consumer Law Ready project in the UK.

Register your interest, email tsbusinessadvice@kent.gov.uk or telephone 03000 412020

The cost is £30+VAT per person per session, or £70+VAT per person to attend all 3 days.

Venue is the **Ashford Business Hub, TN23 5RN**

Please note: these sessions will go ahead subject to a minimum number of delegates attending. If the sessions are cancelled or postponed, we will give you the option of transferring your booking to alternative dates or having a full refund.

consumerlawready.eu



**TRADING
STANDARDS**



European Parliament

