

TERMS AND CONDITIONS with effect from 1st September 2016

Course bookings should be confirmed by telephone, fax or email using the Britannia booking form and should include the following:

- Purchase order number (where applicable)**
- Full address of training venue and contact telephone number**
- Company contact name and mobile number**
- Signature and date of booking by company contact**

Once a booking has been confirmed any changes must be confirmed in writing by e-mail or fax.

Upon signing the booking form the client is confirming that they accept the terms and conditions of Britannia Safety and Training. Client's failure to comply with specific requirements as requested on the course documentation will still be invoiced in full. We must emphasise that it is the client's responsibility to read, understand and comply with the terms and conditions provided.

CANCELLATION CHARGES ARE AS FOLLOWS:-

- 0-7 DAYS BEFORE COMMENCEMENT OF THE SERVICE – 100% OF THE FEES DUE**
- 8-14 DAYS BEFORE COMMENCEMENT OF THE SERVICE – 50% OF THE FEES DUE**
- NON ATTENDEES WILL BE CHARGED IN FULL.**

The trainer has the authority to dismiss any delegate should they be disruptive, behave in an unprofessional manner, be under the influence of drugs or alcohol or considered physically unfit to complete the course. Should this happen the client will be informed immediately.

Britannia Safety & Training reserves the right to cancel a course under certain circumstances e.g. due to trainer illness, adverse weather conditions or mechanical breakdown. Clients will not be charged in such circumstances and, where payment has already been made, a full refund will be made if the course cannot be rearranged.

In order to maintain high standards and quality of training, the maximum or minimum number of delegates specified on course bookings will be strictly adhered to. Additional delegates who turn up without a confirmed booking may have to be turned away on the day.

Payment terms are strictly 30 days from the date of invoice and any late payments may lead to an interest charge calculated on daily overdue balances at 7%. Full payment will be required at least 7 days prior to the date of service for all new customers or as agreed with the accounts department.

Certificates and ID cards will only be despatched upon full settlement of the invoice. Re-issue of ID cards or certificates due to an error by the delegate or client will incur an administration fee. This is currently £35.00 + VAT for accredited cards/certificates and £15.00 + VAT for Britannia certificates.

Britannia Safety & Training operates an Equal Opportunities and Diversity policy. Britannia Safety & Training is a data protected company.