

Terms and conditions

Unless otherwise agreed in writing, the standard terms and conditions for the supply of training services are as described below.

Overall

Customers are responsible for ensuring that the delegates are suitable for the training course that they are attending. Safe-T-Solutions UK Ltd will not be liable for any refund in the case where delegates do not meet the course prerequisites.

In no circumstances will Safe-T-Solutions UK Ltd be liable to refund any expenses incurred by the delegate. This applies in particular (but is not limited) to any travelling, subsistence or consequential expenses incurred by delegates.

Suitably qualified delegates may be substituted at any time prior to the start of the course (except courses where the candidates ID must be provided to the accrediting body in advance of the course commencement)

Delivery

Courses are delivered on the date agreed and at the site agreed between the customer and the Company at the time of booking and as notified in the booking confirmation issued to the client via email.

Public Training

Course fees cover the cost of training materials supplied by us, use of appropriate facilities, lecturer's time and any room or equipment rental we undertake. Where relevant, examination fees and other related expenses will be charged to delegates if agreed in advance.

All public training courses must be paid in full at least 5 working days ahead of the course start date.

Public courses may be undertaken using portable equipment such as laptop computers and may be in rented accommodation such as a hotel conference room or similar. Customers agree that they understand and accept this and shall advise Safe-T-Solutions UK Ltd if this is likely to be inappropriate for the delegate(s) concerned.

Provision of lunch and other subsistence requirements are the responsibility of the delegates unless otherwise stated by Safe-T-Solutions UK Ltd at the time of booking.

Commercial Forklift and Plant Training

It is the customers responsibility to ensure that the truck is charged and in good working order to conduct the training on. A L.O.L.E.R certificate must be made available for inspection at the start of the course and at the instructors request. As far as is reasonably practicable the truck on which the training is to take place must be available at all times during training. A suitable environment for theory sessions must be provided.

Safe-T-Solutions UK Ltd do not accept any responsibility for damage to property or machinery caused during the training course.

Where reasonably practicable the candidates must be fully released from their workplace responsibilities to attend training. Training will be held at the customers' premises, address to be confirmed at the time of booking unless agreed otherwise.

Safe-T-Solutions UK Ltd will confirm the booking by email. In order to secure the booking the company/candidate must return the attached confirmation form to confirm they have read and understood the conditions and to confirm the suitability of the candidates.

Cancellations

The following cancellation charges apply:

Cancellation within 5 days of training commencement– 50% of invoice payable

Cancellation within 3 days of training commencement– 80 % of invoice payable

Cancellation within 2 days of training commencement - 100% of invoice payable

Payments

If required, a Purchase Order Number is to be issued at the time of booking by the customer.

Payment is required to Safe-T-Solutions UK Ltd within 30 days of receiving invoice unless otherwise agreed in writing prior to course commencement. New clients are required to pay in advance of the course for the first booking. They may then be given credit for future courses This is at the discretion of Safe-T-Solutions UK Ltd.

Preferred method of payment is by BACS transfer. Credit and debit cards are accepted (charges apply). Cheques are to be made payable to Safe-T-Solutions UK Ltd and incur a 50 pence charge. Please advise if you are paying by cheque upon booking. Interest for late payment is charged at 1.5% above base rate and will start to occur from the date after the payment becomes due. Any costs incurred by Safe-T-Solutions in recovering this cost will be passed to the customer for payment.