



PEAK HSE - Booking Terms and Conditions

Course Bookings

Course bookings may be made by completing a booking form, on-line via our website or by telephoning Peak HSE. A booking is regarded as confirmed when a booking form has been completed and a purchase order (or equivalent) or payment in full has been received by Peak HSE.

Joining Instructions

Full course joining instructions, along with location details, will be forwarded approximately 7 days prior to the course starting. If you have not received your joining instructions three days prior to the training course, please call 0114 272 0335.

Fees

All training courses are subject to VAT at the current rate. Course fees include tuition on the day(s), all relevant course materials, lunch and refreshments. Payment is required 21 working days before the course begins.

Non-attendance

If you fail to attend the course on which you are booked and have not given prior notice to the Peak HSE, then the course fee will remain payable in full and no transfer will be allowed.

Transfers

If a delegate wishes to transfer to another course, requests must be received in writing stating the date and name of the course you wish to transfer to. Course transfers incur charges based on the date of receipt by Peak HSE of a written request, as shown below. No more than one transfer will be allowed.

Period	Transfers
More than 28 working days	£30.00 Admin fee
15-28 working days	30% fee
1-15 working days	50% fee

Substitutions

One substitution for the original delegate may be made any time unless registration has been completed for examination, in which case an additional charge may be made.

Cancellations

Course cancellation requests must be received in writing. A credit note will be raised. A refund can be arranged on written request if the invoice has been paid in full and no other courses are pending. Course cancellations incur charges based on the date of receipt by Peak HSE of a written request, as shown below. Please note that bookings for the same course may only be cancelled and re-booked once.

Period	Cancellations
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15-28 working days	50% fee
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1-15 working days	100% fee
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Changes to or cancellation of courses by Peak HSE

Where circumstances dictate, Peak HSE reserves the right to alter published programmes, trainers, fees or venues without prior notice. In the event of a course being cancelled, a refund of the course fee will be made.

Disclaimer – In the event of a course being cancelled no compensation will be paid for any additional costs incurred.

Complaints

We take complaints about our work, staff and levels of service very seriously. If you are not satisfied please email enquiries@peakhse.co.uk and this will be directed to the appropriate manager.

If you are not satisfied with the outcome of your formal complaint regarding an accredited course (NEBOSH or IOSH) you may contact them directly. Further information regarding NEBOSH complaints can be found at Complaints Procedure - NEBOSH.

These terms and conditions apply to all bookings for courses.