



P & B Health & Safety Solutions - Booking Terms and Conditions

If any of your delegates have any additional needs to complete the course P&B Health and Safety Solutions Ltd must be notified at the time of the booking. Please be aware that the course duration may increase due to this.

For all CITB courses all delegates must bring one form of photo I.D. and valid certificates must be shown for refresher courses.

Where the training is undertaken at the customers' own venue; the customer is responsible for ensuring that a classroom is available for any theory sessions and it is suitably equipped with electric sockets, chairs and tables, to the required standard of the accreditation body. Where training is held on a customer's site, onsite parking must be available for the instructor. All equipment provided must have thorough examination certificates available for the instructor to inspect prior to the training.

Course Results

The instructor's verdict is final, any appeals must be submitted in writing.

Cancellations

All cancellations must be made in writing by either letter or email prior to the commencement date of the course. Course cancellations made within 90 days of the course date will be subject to a cancellation fee which will be a percentage of the course cost detailed below.

Should there be insufficient delegate numbers for an 'open-course', P&B Health & Safety Solutions reserves the right to cancel or alter the dates or provision of service, the venue and the individual or organisation providing the service. In event of cancellation, booking will normally be transferred to the next available course unless the client specifically requests otherwise. If a booking is cancelled or transferred to a different course by the client the following fees will be payable. Failure to attend will be treated as a cancellation.

Written Notice Given	Fee's Applied	Refund Given
Over 90 Days	0%	100%
Over 30 Days	30%	70%
Between 30 and 14 Days	75%	25%

Less Than 14 Days

100%

None

In the event of non-attendance or course cancellations received less than 14 days prior to course commencement date NO refund will be given. It is the responsibility of the client to confirm the arrival of a cancellation letter or email. In the event that P&B Health & Safety do not receive a letter or email of cancellation giving the required notice then full course fees will be charged.

You can substitute a delegate name free of charge. NB They must complete the entire course not part thereof.

Course Literature

Unless specified otherwise, printed course notes are included in the course fees. Course literature is subject to copyright laws and may not be reproduced without permission. *Please note that in the event of cancellation any publications purchased will be charged in full in addition to any cancellation fees applied. E.g. CITB courses etc.*

Payment

Payment terms are 30 days from date of invoice. Payment can be made by BACS or cheque. No certificates will be released until payment has been received.

Replacement Certificates

Certificates are sent non-recorded via 1st class Royal Mail service. P&B Health & Safety Solutions does not except responsibility for certificates/cards lost in the post. Once the certificates/cards have left the P&B Health & Safety Solutions office all responsibility will be relinquished by ourselves. Special or recorded delivery for certificates/cards can be arranged (if specified in writing at the time of booking) and will be charged at an extra cost of £10 per envelope when requested. Replacement certificates/cards are available upon payment of the fee corresponding to individual courses and training bodies.

Joining instructions

Joining Instructions will be sent one week prior to course commencement. If joining instructions have not been received 3 days prior to the course, please telephone us so we can re-send.

Venues

Full address and contact details will be included in the joining instructions.

Force Majeure

A force majeure event is any event beyond the reasonable control of P&B Health & Safety Solutions (including, but not limited to, strikes, traffic congestion, adverse weather, the downtime of any external line, or P&B Health & Safety Solutions

inability to procure services, materials or articles required for the performance of the contract except at enhanced prices).

If P&B Health & Safety Solutions is prevented or restricted from carrying out all or any of its obligations under these terms and conditions of sale by reasons of any force majeure event, then P&B Health & Safety Solutions shall be relieved of its obligations during the period that such event continues, and shall not be liable for any delay and/or failure in the performance of its obligations during such period.