



Greenlight Safety — Booking and Cancellation Policy

Delegate Information

Delegates are required to arrive at the course in good time and with a photo ID, such as a driver's licence or passport. Where a delegate fails to provide Identification evidence, they will be refused attendance on the course.

The course materials are included in the costs and the delegates do not have to bring anything with them other than their Photo ID.

Lunch and Refreshments will be provided to delegates attending on open course dates where the course runs for 1-day or more. Lunch will not be provided on Private Courses unless specifically requested (this will incur an extra cost). Lunch **will not** be provided for any Plant Training Courses or any training courses scheduled via a 3rd party provider (unless specifically advised at the time of booking). If you are attending a course where lunch will be provided, please email bookings@greenlightsc.co.uk with any dietary requirements/allergies you may have.

Do any of the delegates have any special requirements? Please specify delegate and describe if hearing/visual/physical/learning/language impairment and/or mental disability. This information is deemed confidential and will only be shared with your lecturer (in certain circumstances the cost may have to be increased). Please email bookings@greenlightsc.co.uk.

Delegates must be competent in English, both written and verbal to be able to attend our courses.

We have ample parking, in the car park and on street parking.

Delegates under the age of 18 will need a parent/guardian's consent to attend any of our courses. If the delegate is under the age of 18, please contact us on 01752 604713 alternatively, send us an email on bookings@greenlightsc.co.uk. The parent or guardian will have to sign a consent form prior to the delegate attending the course. It is your responsibility to inform us of any delegates under the age of 18. If we are not informed before the start date of the course Greenlight Safety Consultancy Ltd reserves the right to turn the delegate away from the course.

Confirmation & Certificates

All bookings are provisional until the order has been accepted. Your place on a course will be confirmed once the order is accepted and you have agreed to our Terms & Conditions.

Certificates will be released upon receipt of payment.

Certificates for CITB, UKATA and Greenlight certified courses will be sent via email to the email address used to book the training. If you would prefer the certificates are sent to a different email address, please email bookings@greenlightsc.co.uk with the new email address.

Certificates for Highfield, IOSH ProQual, PASMA, IPAF and NPORS certified courses will be via post to the postal address on the booking confirmation. If you would prefer the certificates are sent to a different postal address, please email bookings@greenlightsc.co.uk with the new postal address.

Payment Method

Cheque enclosed – Made payable to Greenlight Safety Consultancy Ltd. BACS transfers – Account Number: 73226654 - Sort Code: 20-68-15. Online - <https://www.greenlightsc.co.uk/shop/pay-a-bill/>

Cancellations

Greenlight Safety Consultancy Ltd reserves the right to cancel or alter the dates or provision of service, the venue and the individual or organisation providing the service. In the event of a cancellation, bookings will normally be transferred to the next available course unless the client specifically requests otherwise.

If a booking is cancelled or transferred within 14 days of the course start date by the client, Greenlight Safety Consultancy Ltd reserves the right to apply a charge of up to 50% of the course fee to cover the costs of administration, candidate material and notification fees.

If a booking is cancelled or transferred within 7 days of the course start date by the client, Greenlight Safety Consultancy Ltd reserves the right to apply a charge of up to 100% of the course fee to cover the costs of administration, candidate material and notification fees.

If a booking is re-scheduled by the client, Greenlight Safety Consultancy Ltd will apply a £50 + VAT charge. All bookings can be re-scheduled a maximum of twice. If a booking reaches its maximum times of re-scheduling and is subsequently cancelled by the client, Greenlight Safety Consultancy Ltd reserves the right to apply a charge of up to 100% of the course fee to cover the costs of administration, candidate material and notification fees.

All course cancellations and transfers may be subject to an administration charge.

Greenlight Safety Consultancy Ltd will not be held responsible should pre-booked delegate numbers reduce on private courses.

Telephone cancellations can be accepted but must be confirmed immediately in writing (by post or email).

*** To claim for your CITB Levy Grants, we will need your CITB Grant Levy Company Registration Number. If we do not receive this by course completion, we will not be able to claim for your grant. Please email the number to bookings@greenlightsc.co.uk. ***