



Prime Safety - Booking Terms and Conditions

PAYMENT

All course fees must be paid in full prior to the start of any course. Your place on a course is not confirmed until payment has been received in full. You will not be permitted to attend a course unless payment has been made, unless agreed in advance with us.

CANCELLATION

Should you need to cancel a course, a full refund will be given if you cancel with more than 30 days notice in writing. If you cancel with less than 30 days notice, the following refund will apply:

- < 30 days but more than 7 days before course commencement = 50% refund
- < 7 days notice = no refund given

Should you wish to transfer to the same course on a different date but you are within the periods detailed above, we will only accept special circumstances for doing so. If we have incurred costs, these may be payable prior to the transfer.

Prime Safety Services Limited reserve the right to cancel or change the date and/or venue. We will endeavour to provide all delegates with as much notice as possible. If the alternative date or venue is not suitable, a full refund will be provided.

COMPLAINTS

If you are not completely satisfied with the service we have provided and you wish to make a complaint, please contact us so we can provide you with a complaints form. We aim to provide an excellent service, so any complaint will be dealt with seriously and professionally.

SAFETY

Delegates will be expected to obey the rules of our training facility and the applicable regulations. Failure to observe and follow our rules and you may be removed from the course and no refund given.

PRIVACY POLICY

We are required to gather your personal data for the purpose of registering you with external training bodies, issue of certification & taking payment. We will not

share your information with any third parties other than those required for the above actions. Should you wish to discuss what personal data we hold, please contact us.