



HCS Safety - Booking Terms and Conditions

Requirements for those making a booking

HCS Safety Ltd will issue full joining instructions to the booker. It is the responsibility of the booker to ensure that each delegate is made fully aware of all of these instructions. It is the responsibility of the booker to ensure that all delegates will be available to attend on the dates booked. It is the responsibility of the booker to inform HCS Safety Ltd of any special requirements e.g. learning difficulties, access requirements or dietary needs.

Payment Terms

Payment is required prior to course commencement. Certificates will not be sent out until full payment has been received and cleared.

Important Renewal/Refresher Rules

It is the responsibility of the booker to ensure that the existing certificate falls within each course's rules regarding refresher training.

- CITB – Refresher must be undertaken before the current certificate's expiry date. The six month grace period ended January 1st 2016.
- First Aid Courses – Refreshers must be undertaken within 28 days of the current certificate's expiry date.
- UKATA Asbestos – Refreshers must be undertaken within 28 days of the current certificate's expiry date.
- Other – Check the individual expiry dates for the course.

If you are attending a refresher course, you will need to provide a copy of your existing certificate prior to the course start date.

You must ensure your certificate is not beyond its expiry date for renewal purposes. If you attend the training without providing the current certificate, it is at your own discretion.

HCS Safety Ltd cannot be held financially responsible if it is found you are not eligible for certification and you are required to complete the full course again.

Cancellations

To avoid incurring a fee, cancellations must be received in writing at least 14 days prior to the commencement date of a course.

In the event of cancellations made within 14 days and in excess of 7 days of the course commencement date 50% of the course fee will be charged.

In the event of cancellations made within 7 days of the course commencement date the full course fee will be charged.

In the event of non-attendance the full course fee will be charged.

The above will apply to all training bookings including those received within the above time frames.

Transferring a Booking to an Alternative Date

A transfer will be allowed from one course to an alternative date free of charge if HCS Safety Ltd is notified in writing in excess of 14 days prior to the commencement of the course.

In the event of transfers made within 14 days and in excess of 7 days of the course commencement date, 25% of the brochure price will be charged.

In the event of transfers made within 7 days of the course commencement date, 50% of the brochure price will be charged.

A delegate can only be transferred once to an alternative course; any subsequent transfers will be treated as cancellations.

A delegate substitution on a course will be allowed if prior written notice is received (subject to the course attendance conditions below).

In the event of illness we are able to transfer a delegate onto another course free of charge provided that we receive a medical certificate if the delegate is happy to provide this.

Course attendance

Delegates are required to attend all course dates as booked, in order, in accordance with course programmes to achieve the necessary learning objectives. The delegate must also successfully complete the end of course test and any required exercises (including practical assessments) in order to qualify for the certificate. If this is not possible the delegate must retake the entire course.

Requirements for delegates

Good time keeping throughout the course is essential.

If any delegate arrives late for a course, we reserve the right to refuse entry if we feel the delegate will gain insufficient knowledge or skill in the time remaining. In all such cases, the full course fee remains payable.

HCS Safety Ltd strives to provide a valuable learning experience for all of our delegates. We reserve the right to ask any delegates to leave should we feel they are being disruptive or disrespectful to other delegates or our staff.

Should this situation arise the full course fee will still be payable.

Parking

Free on-site parking is provided to training delegates. HCS Safety Ltd will not be held responsible for any damage or theft of vehicle or goods whilst parked on our premises.