



The Training Society - Booking Terms and Conditions

Introduction

The terms and conditions apply to any booking made by an individual or other commercial body (The Customer) with the Training Society (The Company).

We accept bookings for any of our training courses via our website, email or by telephone. If you would like to discuss a training course or speak to one of our team please contact 01332 986300.

The Company reserves the right to amend the Terms and Conditions at any time without notice. Latest versions of these Terms and Conditions are available on request.

Booking Information

On booking it is the Customers responsibility to inform the company of any special requirements a delegate may have, including medical conditions, language problems, reading and writing difficulties etc.

At the point of notice, we will offer help and advice on options available to the delegate to help with any special requirements.

For training involving practical elements, delegates are required to provide their own P.P.E. that is suitable and sufficient for the task to be carried out, this will be detailed in the course joining instructions.

It is the delegate's responsibility to ensure they are familiar with what equipment they are personally required to provide and the Company will not accept any responsibility for delegates being unable to participate in the training program because of any personal shortfalls or equipment omissions.

Equipment owned by the Company and leased/lent to delegates attending a course cannot be removed from the training environment. Any damage caused by delegates to any equipment or property owned by the Company will be invoiced to the relevant Customer.

All delegates must be physically fit to withstand the requirements of the training course. The onus is on the delegate entirely to ensure the suitability and fitness to undergo training.

If there are any doubts relating to the capability of the individual being able to safely complete the relative course they are attending, the Company retains the right to refuse continuation of their training at no cost to the Company. The onus is entirely with the delegate to ensure his or her fitness to undergo the training and the Company does not accept any responsibility in this regard. The relevant medical fitness statement/acceptance for training documentation is part of the booking process and must be completed, signed and returned in good time as determined by the Company before the commencement of the course.

Delegates are required to arrive in a timely manner as some of these courses are on a live system, and any late arrivals may be refused entry.

Full attendance of any course is mandatory above.

Drugs and Alcohol

Strictly no consumption of alcohol or drugs is permitted during the training course and nor is it acceptable to attend a course under the influence of alcohol or drugs. Where a delegate is undergoing a course of prescribed drugs they must inform the Company of the nature of the drug and any side effects. The Company may then seek assurance that training can be carried out without risk. The decision of the Company in relation to this matter is final.

The Company reserves the right to refuse entry or charge in full should the Customer not adhere to the statements above.

Cancellation

Once a course has been booked, the full course fee is chargeable. In rare circumstances, we may be able to assist by offering the place to another delegate, but this cannot be guaranteed. Please ensure you are aware of this before making a booking.

Any amendments must be submitted in writing.

Once a booking is confirmed, full payment is required within the timescale stated on your invoice, which is normally 30 days from the invoice date unless otherwise agreed in advance.

Non-attendance will be charged in full.

For some courses, and where reasonable notice is provided, we may be able to reschedule your booking to a later date. Please contact us by email so we can confirm whether this is possible.

Any amendments to bookings outside of the cancellation terms may be subject to an admin charge of £35 plus VAT.

Non-attendance of a course will result in the full fee being payable.

The Company reserves the right, in its absolute discretion and without further liability, to change dates, times and venues or cancel a training event, in the case of cancellation by the Company all monies already paid by the Customer will be refunded.

Training Courses / Events are constantly updated and improved, and the Company reserves the right at any time and without notice to change provision of services supplied.

Should it become necessary for the Company to postpone all or any part of a course or other work due to circumstances beyond its control, a mutually agreeable date will be selected on which to reschedule or complete the course. The Company will not be liable for any costs incurred by the Customer for such actions.

Course Location

The course location will be stated on our Joining Instructions that are issued at the time of booking, if you have not received any information about your booking please contact 01332 986300.

If the training is to be carried out on the customer's premises, we will send details prior or on booking for the onsite requirements. However, it is down to the Customer to ensure that the conditions and facilities are work equipment are suitable, sufficient, and appropriate for the training to be carried out and meet the requirements detailed at the time of booking.

The Customer must ensure all work areas attended by the Company's employees are safe and without risk to them.

The Company has the right to refuse delivery of the training if the conditions of the venue are not appropriate and could compromise the quality of the training. The Company reserves the right to charge in full for any courses not delivered due to the facilities not being suitable and sufficient.

If the training is carried out at the Customer's premises, all relevant public liability and other insurances must be provided by the customer, and the Company does not accept any liability in this regard.

Certification

If you have not received your certificate within 2 months of your course date then please contact our office. Please Note: Some accredited bodies take a minimum of 2 weeks to be processed.

Any requests for initial certification within 3 months of your course date will be chargeable.

Any requests for copies of certification are chargeable and you must contact our office for the associated costs.

The course completion of the qualification certificate and any relevant site cards are awarded at the discretion of the company / awarding body, and only to those delegates who complete the training satisfactorily. At the discretion of the relevant trainer a delegate who has failed any element of the training syllabus may be allowed to complete the training course although this will still result in a failure. Should the delegate still desire to gain the course certificate they will be required to retake the entire course and pay all and additional applicable fees as determined by the Company.

Data Protection / GDPR

Any information disclosed to the Company will only be collected, sorted and processed in accordance with the required business and as detailed in our data protection policy. Some accredited bodies do ask for retention for a maximum of 5 years.

Each set of data stored and processed by The Training Society can have different requirements to comply with the GDPR. In line with the GDPR the lawful basis for processing in most cases is contractual.