



SaFA Training & Consultancy - Booking Terms and Conditions

Terms and Conditions for Course Bookings

Bookings are made subject to the following terms and conditions set out below:

1. COURSE BOOKINGS

Bookings may be made by email, fax, letter or phone. Telephone bookings should be confirmed in writing where requested.

2. PROVISIONAL BOOKINGS

To register interest in a course, a provisional booking may be taken pending a deposit or payment as above but this will not guarantee your place on the course. Bookings secured as in Section 3 and 4 have priority over provisional bookings.

3. PAYMENT TERMS

Our standard payment terms require either full payment or a 25% deposit of the total price taken at the time of booking to secure your course place unless otherwise agreed. The remaining balance will become due no later than 7 days from the commencement of your course. Where bookings are made within 7 days of the first day of your course full payment will be required at the time of booking. Payment can be made by cheque, BACS or through PayPal.

Account customers are invoiced once training is completed; payment is 30 days from invoice date. No deposit required.

4. PAYMENT BY EMPLOYER

Where you wish to request invoicing to your employer you should complete the supplementary employer details form. A course place will be held as a provisional booking until credit checks have been performed. Should these be successful your course place will be confirmed and an invoice will be sent to your employer. Please quote purchase order numbers where applicable. Our standard credit terms for account customers are 30 days from date of invoice. Should your employer be unsuccessful during a credit check we will provide a proforma invoice and payment will be required before your course to confirm your booking.

5. LATE PAYMENTS (Account Customers Only)

Late payments may incur interest charges as laid out by HMRC, plus a £30 late payment charge. The cost of using any debt recovery agency will also be passed across to the debtor.

Interest is currently 8.5%.

Payments will be deemed as late 30 days after invoice date unless prior agreements to other terms are made at the time of booking.

6. TRANSFERS

Should circumstances mean that you need to transfer the course to another date, the following charges will apply, dependent on the notice given:

- First transfer, made more than four weeks prior to the course start date - no charge
- Less than four weeks' notice given - 25% of the course fee
- All transfers must be taken within a period of six months.

7. CANCELLATIONS

Should circumstances mean that you have to cancel your course and are unable to transfer your booking to another date at the time of cancellation, the following charges will apply:

- More than four weeks prior to the course start date - no charge – deposit returned
- Less than four weeks but more than two weeks prior to the course - 25% of the course fee – deposit non-refunded
- Less than two weeks prior to the course - Full course fee due
- NB Cancellation must be made in writing by post, fax or email and received by the due date.

8. LATE ARRIVALS / MISSED SESSIONS

If you arrive late for a course or absent from any session, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skills in the time remaining. In all such cases, the full course fee remains payable. To conform with Health & Safety Executive (HSE) requirements for statutory certificates, attendance at all sessions is mandatory.

9. UNFORESEEN CIRCUMSTANCES

On occasions, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.

10. DISTANCE SELLING REGULATIONS 2000

We abide by the applicable elements of the Distance Selling Regulations 2000. Safa Training & Consultancy Ltd reserves the right to change course fees or terms and conditions at any time.