



UK Industries Training - Booking Terms and Conditions

UK Industries Training is a trading name of UK Tool Hire Group Ltd, registered in England and Wales. These Terms and Conditions apply to all training courses provided by UK Industries Training ("we", "us", "our") and form the basis of any agreement with our customers ("you", "your").

1. Bookings and Confirmation

We accept bookings for any of our training courses online, by email or by telephone. Our calls are recorded and where a purchase order is not given we will use the delegates full name.

Provisional bookings will only be held for up to 24 hours prior to the course date. If not confirmed, the slot may be released.

By confirming a booking, you agree to be bound by these Terms and Conditions.

2. Cancellations and Transfers

The company must be informed in writing of any cancellations in writing by email or via post. Failure to cancel a booking in writing, outside of the cancellation terms will result in a full charge.

Cancellation Policy for CITB Courses, First Aid, Courses booked onsite and Instructor Bookings:

- Less than 10 working days or no-show – 100% of course fee

Cancellation Policy for UK Industries Training Open Courses on our premises:

- Less than 5 working days or no-show – 100% of course fee.

If you are unsure which period your course falls under please refer to your joining instructions or call the office on 0115 8800188.

**** Weekends and Bank Holidays are not included in this timeframe and this above days do not include the day of the scheduled course ****

If the course booked is a third-party course, their Terms and Conditions and cancellation policy may differ, please check with the office what terms are in place.

In the event we must cancel or reschedule a course (e.g. due to trainer illness or insufficient numbers), we will offer an alternative date or full refund. We accept no liability for consequential loss.

3. Late Arrivals and Non-Attendance

Joining Instructions will highlight the start time of your course and delegates will be asked to arrive 15 minutes early to allow for registration.

We have a strict cut off time for each course due to accreditation rules which means late arrivals will be turned away and the course will be charged in full.

If a delegate is stuck in traffic or running late for any reason they must call the office on 0115 8800188. If the arrival time falls after the course start time the candidate may be refused entry.

Non-attendance without prior notice will also be charged in full.

4. Personal Protective Equipment (PPE)

Where PPE is required, you are responsible for ensuring that all delegates arrive with the correct PPE (e.g. hard hat, boots, hi-vis). Please see your booking confirmation as to what is required for each course.

Failure to provide or wear correct PPE may result in exclusion from the course, and no refund will be issued. The office does stock a range of PPE for additional purchase on the day.

5. Drugs and Alcohol

Delegates under the influence of drugs or alcohol will be refused training. This includes prescription medication that may impair learning or safety.

No refund will be given if a delegate is removed for suspected drug or alcohol use.

6. Special Requirements

You must inform us of any learning difficulties, disabilities, language needs or health conditions at the time of booking so we can make reasonable adjustments.

We reserve the right to decline requests if adjustments cannot be reasonably accommodated.

Our courses will be presented in English only, if you feel that you are likely to have any problems understanding the course, it is recommended that you contact the office to discuss bringing someone with you that is able to translate the course. This must be agreed with the office prior to the course as some accrediting bodies have strict policies around bringing a translator.

There is an element of reading and writing included in this course, if you require glasses to either read or drive please ensure that you bring them with you. If you have any difficulties reading and writing please either inform us prior to the course start date or inform your instructor on the day of the course. The instructors will be more than happy to assist you where required.

7. Certification

Certificates will be issued only upon successful completion of the course and full payment.

Certificates are usually issued within 7–14 working days. For some awarding bodies (e.g. CITB), processing times may vary.

Replacement certificates may incur an administration fee.

8. Payment Terms

All invoices must be paid in full prior to the course start date unless a credit account has been agreed in advance.

Credit accounts are subject to approval and are payable within 30 days of invoice unless otherwise agreed in writing.

We reserve the right to withhold certificates and/or refuse further bookings if payment terms are not met or if your credit account is in arrears.

9. GDPR and Data Protection

We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Personal information will be used only for training administration, certification, compliance and legitimate business interests.

Data may be shared with relevant awarding bodies (e.g. CITB) or regulatory authorities. Please refer to our full Privacy Policy for details on how we manage your data.

10. CITB Fair Processing Notice

If the course is CITB-approved, your data will be processed by CITB in accordance with their Fair Processing Notice.

This includes data used to verify training achievements, support funding applications, and maintain records for compliance.

You can view CITB's full Fair Processing Notice at: <https://www.citb.co.uk/utility-links/privacy-policy/>

11. Liability

We will not be held liable for any loss, injury or damage arising from participation in our training courses, except where such liability cannot be excluded by law.

12. General

We reserve the right to update these Terms and Conditions at any time. The latest version will be available on request or on our website.

These Terms are governed by the laws of England and Wales.

The customer is responsible for ensuring all the candidates are both mentally and physically fit to attend the course they are booked on. All candidates must be at least 16 years of age.

Candidates need to be aware that most courses are full day courses and no allowances can be made for doctor's appointments, dentists etc. If any candidate takes unofficial leave from the course then they will be disqualified and will need to re-book the course at full rate.

Failure of the Theory Test may result in not being able to participate in the Practical element of the course, if the theory test is failed then the course will have to be retaken and paid for in full.

If the Practical element of a course some courses may offer a retest for a further charge.

Delegates who do not behave in the appropriate manner on a training course will be asked to leave, please see below examples;

- Abusive and threatening behaviour
- Late Arrivals
- Using mobile phone or any other electronic device while being instructed
- Falling asleep while being instructed
- Behaviour which disrupts the course
- Theft of others or company property
- Destruction of company property
- Using or showing signs of drugs or alcohol
- Smoking in areas other than the designated smoking areas

13. Course Locations

The course location will be stated on your joining instructions that are issued at the time of booking, if you have not received any information about your booking, please contact 0115 8800188.

If the training is to be carried out on clients premises, we will ensure an onsite booking form is sent out prior to the booking of the course. It is down to the client to ensure all elements stated on the onsite booking form is met and the area and equipment is suitable to carry out the training. If your instructor arrives onsite and finds that this is not the case, we reserve the right to cancel the training and full charge will occur.

14. Refresher Training

If you are attending refresher training, then you are required to provide evidence of your previous training records prior to the course start time. Failure to provide this will result in your training being refused and you will still be charged for the course.

15. E-Learning Theory & Online Courses

If you are attending a course that requires you to carry out E-Learning, the modules will be sent to you upon booking of the course. You will be required to show completion of the Theory prior to starting your practical element and it is the customers responsibility to assure this is complete.

If you have not completed the relevant E-Learning Module prior to your practical element you will be refused entry on the course.

We recommend that you start your E-Learning Module as soon as possible to allow plenty of time for any technical issues you may face. If you choose to attend your E-Learning Module after our office opening times and need support you will need to contact IPAF Directly.

If you are attending an Online remote course it is your responsibility to assure your system is correct for carrying out the course and that you log in to your course in plenty of time. If you are struggling to connect please contact us immediately.