



PGL Midlands Training - Booking Terms and Conditions

1. Payment Terms

Our standard payment terms are that payment is taken at booking unless otherwise stated. If payment by invoice has been previously agreed, the payment needs to be made 30 days from the date of invoice or prior to the course start date, whichever is sooner.

2. Credit Terms

Our standard credit terms for account customers are 30 days from the date of invoice. Please contact our office if you wish to set up a credit account with us.

3. Course Bookings

Bookings may be made by email, via PGL Midlands Ltd website, or by letter or phone. Telephone bookings must be confirmed in writing upon request. Please quote purchase order numbers where applicable.

4. Transfers

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

- First transfer, made more than four weeks prior to the course start date – no charge
- Two to three weeks' notice given – 50% of the course fee
- Less than 10 days' notice given – 75% of the course fee
- No show or less than 48 hours – 100% of the course fee

All transfers must be taken within a period of two months from the original date.

5. 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
- Two to four weeks prior to the course – 50% of the course fee

- Less than two weeks prior to the course – full fee

NB Cancellation must be made in writing and received by PGL Midlands Ltd.

6. Non-Attendance

If you do not attend a course, and you have not previously informed us, the full course fee remains payable.

7. Late Arrivals/Missed Sessions

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

8. Unforeseen Circumstances

On occasion, 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.

9. Requalification Courses

To be eligible to attend a Requalification course, students must present a valid certificate from previous courses attended.

10. Certificates

Please note, certificates will only be released when full payment of the invoice has been received.

11. VAT

All course fees are subject to the current VAT (valid exemptions only).

12. Guidelines for Students and Employers

It is the employer's responsibility to ensure that students are able to read and write English and are free from any condition which would affect their capability to undertake their chosen course, and that they have the aptitude to cope with an intensive course of study. We welcome students with disabilities but it remains their employer's responsibility to ensure that they are appropriately supported in their workplace.

PGL Midlands Ltd would welcome in advance, for setup purposes, notification of any assistance that a student is likely to need during the running of the course.

If it is felt that the student doesn't meet the learning outcomes of the course and/or assessment process and is referred, they will be offered a free assessment.

Any further training or coaching over and above that provided on the course may be charged for.

13. Fair Processing

All information that we hold concerning you will be held and processed by PGL Midlands Ltd strictly in accordance with the provisions of the Data Protection Act. Such data will be used by the organisation to administer our relationship with you as a customer. We reserve the right to share information with accredited course providers. We will not, without your consent, supply your name and addresses to any third parties except where (1) such transfer is a necessary part of the activities that we undertake, or (2) we are required to do so by operation of law.

As an individual, you have a right under the Data Protection Act to obtain information from us, including a description of the data that we hold on you. Should you have any queries concerning this right, please contact our Data Protection Officer at PGL Midlands Ltd, Gate Lane, Boldmere, Sutton Coldfield B73 5TR.

14. Interest Charges

Interest charges may be applied to unpaid invoices exceeding the due date and/or exceeding the stated agreed credit terms. This interest will be applied after 3 formal attempts to recoup payment and in accordance with the GOV.UK Interest on late commercial payments at the current statutory interest rate for business transactions. We will do everything possible to resolve unpaid invoices directly with you before we must consider applying interest.

15. Website Booking Refund Policy for Open Courses

For open course bookings made via our website, refunds may be issued in line with our cancellation terms.

In cases where a refund is granted, please note that **Stripe payment processing fees (non-refundable to us)** will be deducted from the total refund amount. Where applicable, partial refunds may be issued to account for administrative or third-party costs already incurred.

16. Klarna Payments

Disclaimer: Payments for open courses, eLearning courses, and NVQs made through Klarna are non-refundable. By completing your payment, you agree to these terms.

PGL Midlands Ltd, Gate Lane, Boldmere, Sutton Coldfield, B73 5TR. **Registration number:** 11508358 **VAT number:** 302723835. Upon receipt of these Terms and Conditions, you acknowledge and agree to the contents within. Ensure you have read, understood, and accepted our Terms and Conditions when opening a credit account. When booking a course or NVQ, you are automatically accepting these

Terms and Conditions upon returning a booking form to us. Please note, purchases made via Klarna are non-refundable.

17. E-Learning Courses

Disclaimer: E-Learning modules are non-refundable once they have been allocated, and the access email has been sent. In some cases, a partial refund may be offered to cover Stripe fees. We reserve the right to assess refund eligibility on a case-by-case basis.