



Hybrid Safety Training Limited - Booking Terms and Conditions

PAYMENT TERMS

- Payment is required at the time of booking for new clients. For existing clients, invoices will be issued unless otherwise stated.
- If payment by invoice has been agreed, the payment must be received no later than 30 days from the invoice date.
- Cards and certificates will not be issued until full payment has been received when paying by account.

LATE PAYMENT TERMS

- If payment is not received within 30 days from the invoice date (unless otherwise agreed), a late payment fee of 10% of the total invoice amount will be applied for each week the payment remains overdue.

COURSE BOOKINGS

- Bookings can be made via email, the website (www.hybridsafetytraining.co.uk) or by phone.
- Telephone bookings must be confirmed in writing upon request.
- Written confirmation to proceed with a booking indicates acceptance of these terms and conditions.

OPEN COURSE TRANSFERS

If a delegate needs to transfer to another course, the following charges will apply based on the notice given:

- First transfer made more than 14 days prior to the course start date: no charge.
- First transfer made 0–14 days prior to the course start date: 25% of the course fee.
- More than one transfer: 25% of the course fee, regardless of the time frame.
- All transfers must be made within 6 months of the original course date.

OPEN COURSE CANCELLATIONS

If a delegate cannot attend the booked course and is unable to transfer the booking, the following cancellation charges apply:

- More than 21 days prior to the course start date: no charge.
- 8–20 days prior to the course start date: 25% of the course fee.
- 3–7 days prior to the course start date: 50% of the course fee.

- 0–2 days prior to the course start date: 100% of the course fee.

Note: Cancellations must be submitted in writing to Hybrid Safety Training.

DEDICATED COURSE CANCELLATIONS

For dedicated courses (courses booked for a specific group or organisation), the following cancellation charges apply:

- More than 21 days prior to the course start date: no charge.
- 8–20 days prior to the course start date: 25% of the course fee.
- 3–7 days prior to the course start date: 50% of the course fee.
- 0–2 days prior to the course start date: 100% of the course fee.

Note: Cancellations must be submitted in writing to Hybrid Safety Training.

We will make every effort to work with you to avoid cancellation costs wherever possible.

NON-ATTENDANCE

- Any delegate who does not attend the course will be charged in full for the course. Re-bookings will be charged at 100% of the original course cost.

LATE ARRIVALS / MISSED SESSIONS

- If a delegate arrives late or misses any part of the course, we reserve the right to refuse entry to the course if we believe the delegate will not gain sufficient knowledge or skills due to their absence.
- Accredited courses have mandatory tuition hours that must be completed. In such cases, the full course fee remains payable.

UNFORESEEN CIRCUMSTANCES

- In the event of unforeseen circumstances requiring us to cancel a course, you will be notified as soon as possible. In such cases, you will be offered either a free transfer to an alternative course date or a full refund of any fees paid.

REFRESHER COURSES

- To be eligible for a refresher course, delegates must provide a copy of a current, in-date certificate for the course prior to the course start date. This can be sent via email or post.

PPE (PERSONAL PROTECTIVE EQUIPMENT)

- PPE is to be supplied by the individual delegate or the booking company. It is the responsibility of the client to ensure delegates are adequately equipped for the training.

LOST OR STOLEN ITEMS

- Hybrid Safety Training LTD accepts no responsibility for any mislaid, lost, or stolen goods. We strongly advise that delegates leave valuables at home.

CITB GRANTS

- Any CITB grant rates quoted are not guaranteed by Hybrid Safety Training LTD and are subject to review by the CITB.
- Grants may be claimed upon completion and achievement of the booked training/assessment(s).
- For CITB SSP courses, the Company CITB registration number must be provided at the time of booking.
- Hybrid Safety Solutions will not be liable for any missed CITB grant claims if the required CITB registration number is not provided.

NPORS CSCS Embossed Cards

- If an NPORS card is required to have the CSCS embossed logo, it is the responsibility of the individual, booker, or client to provide a copy of a valid touch screen test certificate at any level. The test must have been completed and passed within the last 2 years of the course date.
- If the card issued is the traditional NPORS card (without the CSCS logo), and the individual/booker/client has not provided the necessary touch screen test certificate, Hybrid Safety Solutions will not be liable for any costs associated with issuing a new card.

NVQ RATES AND SUPPORT

- Rates for NVQs are based on 1 face-to-face site visit. We aim to gather all required observational evidence during the arranged delivery date but may be able to bridge gaps remotely to reduce contact time (subject to the qualification being undertaken).
- Should additional support/visits be required, we reserve the right to charge for both assessor time and expenses.
- If a site visit is scheduled but the learner(s) or equipment are unavailable, Hybrid Safety Training LTD reserves the right to charge for the cancelled NVQ visit, up to the full amount of the NVQ.
- If Hybrid Safety Training LTD Limited is unable to complete an NVQ (due to, for example, inability to contact a candidate or gain site access), we reserve the right to charge up to the full amount of the NVQ, depending on the number of visits and outlay incurred.
- Name changes cannot be made once an NVQ has been booked. Upon booking, we will begin building portfolios, carrying out registrations, and scheduling site visits. Cancelled NVQs will incur a 100% cancellation fee.
- Clients must ensure that learners are in the relevant job role and can provide evidence to demonstrate they are performing the tasks required for the NVQ. Learners who do not meet this criteria will not be eligible for the NVQ, and no refunds will be given.
- Learners must be fully committed to completing the NVQ. We ask that clients ensure approval from learners before booking them for

qualifications, as this may require work outside their usual working hours. Assessors will prompt for evidence, job knowledge questions, and professional discussions to assess competence.

- Hybrid Safety Training LTD reserves the right to cancel any NVQ ongoing for more than 12 months if the learner is making insufficient progress despite support and encouragement from the assessor.

PLANT AND MACHINERY

- Clients providing plant and machinery must ensure that it meets all relevant safety standards and, where appropriate, NPORS testing criteria. Failure to meet these standards may result in the course being rearranged, at cost to the client.

ON-SITE TRAINING / TESTING

- Clients must ensure that the site meets all required specifications for training/testing. Failure to comply may result in the course being rearranged, at cost to the client.
- Clients are responsible for ensuring that all necessary documentation (e.g., RAMS, lifting accessories, LOLER certification, machine manuals, etc.) is in place. If in doubt, clients should contact a member of the team to confirm requirements.

CANCELLATION DUE TO UNFORESEEN CIRCUMSTANCES

- If Hybrid Safety Training LTD is forced to cancel a course due to unforeseen circumstances (e.g., poor weather), the course will be rearranged at the client's cost. This will be reviewed on a case-by-case basis at our discretion.

VAT

- All fees are subject to VAT at the prevailing rate.

GUIDELINES FOR DELEGATES AND EMPLOYERS

- Hybrid Safety Training LTD welcomes delegates with learning disabilities on all our training courses.
- If any delegate requires learning assistance or has dietary requirements, we kindly request that you inform us before the course start date so that we can make the necessary arrangements.

FAIR PROCESSING

- All personal information provided to Hybrid Safety Training LTD is processed in accordance with the Data Protection Act 1998.
- We will not share your personal details or those of your delegates with any third parties without your consent, except where required by law or necessary for the purpose of awarding certificates (e.g., to awarding bodies).

- You/the delegate have the right to access the personal data we hold about you. If you wish to make a request or have any concerns, please contact our team.