

Safe Training Services - Booking Terms and Conditions

Payment

Payment is for a place on a course, there are no guaranteed passes on any course, we do not do attend-only courses, and any tests will be in accordance with the accreditation authority for the course attended — some tests are theoretical and/or practical.

Non-Account Customers

Payment is due prior to attendance on the course for non-account customers; this is paid on-line at time of booking via the website.

Account Customers

Joining instructions will be sent once a confirmed booking is received by email.

If purchase orders are required to make payment, this must be received with the booking.

Cancellations

Cancellations of booking

This is only accepted by email and we will send an email to confirm they have been cancelled from the booking. (Without this it is deemed to be still a live booking.)

Working days are Monday to Friday 8am to 4pm for the purpose of cancellation.

IPAF, PASMA, CITB courses except SMSTS SSSTS (see below):

- Over 5 working days notice = No charge
- 5 working days or less = 50% fee payable
- 3 working days or less = 100% fee payable

SSSTS and SMSTS Courses

Due to the nature of these courses:

- 4 weeks prior = 100% fee
- 2 weeks prior = Fee can be put against another course

We reserve the right to cancel the course due to circumstances beyond our control and will refund all fees in full.

Confirmation of Booking

Bookings on the website

These are paid at the time of booking (account customers 30 day terms apply). Once payment is made, bookings are subject to our terms and conditions.

If cards are ordered and not received by our customers within 4 weeks please contact our offices and we will resend free of charge. (Anything after this date will be chargeable to the customer.)

Special requirements

Please contact us to discuss any special requirements the candidate may have. Please note that all attendees must be physically fit and mentally capable and be able to read and understand technical English.

On-site training

We will require the completed site check list emailed to admin@safetrainingservices.co.uk. Please ensure we are aware of any on-site requirements such as inductions etc. We must have contact details of an onsite representative contactable 30 mins prior to course start time.

Please ensure the following are available: classroom facilities for the number of persons taking part; a safe area to do the practical training; if applicable, current test certificates and manuals for the machines/tower being used. An On-Site form will be sent prior to confirmation of booking, listing requirements for the accredited course taken — these need to be completed and returned.

Equipment required

If the correct PPE is not brought, delegates will be turned away from the course.

PLEASE READ JOINING INSTRUCTIONS FOR ANY SPECIFIC PPE OR EQUIPMENT THAT MUST BE BROUGHT COURSE DEPENDENT.

If the correct PPE is not brought delegates will be turned away from the course.

Course Timings

Unless otherwise stated on the joining instructions, arrival time is 07.45 for registration for a prompt 08.00 start. (See joining instructions.)

If delegates are held up please contact 01329 849097 and where possible we will try to wait for them to arrive; however, after 08:15 the candidate will be excluded from the course.

Please note the instructor may not be able to hold up the course due to others on the course; under these circumstances the course will need to be rescheduled and paid for again.

Data Protection

Safe Training Services (Southern) Ltd keeps all personal information you supply for the purpose for which you have provided it. No information is passed to any third parties unless for accreditation purposes (IPAF, CITB, PASMA). We will only contact you with specific information i.e. your joining instructions, your certification, and a renewal notice when due.