



Pulse Hire - Booking Terms and Conditions

Pre-Course Requirements - Delegates attending a practical-only course must complete and pass their E-Learning module before attending. Failure to do so may result in exclusion from the course, which will remain fully chargeable.

IPAF App - All delegates are required to download the IPAF ePAL App prior to course commencement (www.ipaf.org/ePAL).

Certificates and Cards - IPAF certificates and cards can be issued at an additional cost of £25 per delegate, plus VAT.

Language Requirements - This course will be delivered in English only. If any delegate requires an interpreter to complete the course, Pulse Hire must be informed at the time of booking. Note that the course duration may increase in such cases.

Minimum Age Requirement - At least 16 years old on the date on the training.

Personal Protective Equipment (PPE) - All trainees must bring and wear the appropriate PPE, including a hard hat, toe-protective boots, and warm clothing. PPE is compulsory. Failure to bring the correct PPE will result in exclusion from the course, which will be fully chargeable.

Harnesses - Delegates may bring their own harness for use during the training course, provided it is accompanied by an in-date inspection record. Harnesses provided by Pulse Hire are subject to availability and must be requested in advance.

Equipment and Venue Safety - All equipment used during the course must have valid thorough examination certificates, which must be presented for inspection before training begins. If the instructor deems the customer venue or equipment unsafe, the course will be cancelled and remain fully chargeable.

Delegate Responsibilities - All delegates must arrive on time for the course. Late arrivals may result in exclusion from the course, and no refund or rescheduling will be offered.

Appeals - The instructor's verdict is final. Appeals must be submitted in writing to Pulse Hire within 7 days of the course date.

Cancellation Policy - If courses are cancelled, or the number of candidates is reduced, the following charges will apply:

- 72 hours or more notice: 0% charge

- 48 hours notice: 50% charge
- 24 hours or less notice: 100% charge

Course Timings - Courses commence at 8:00 AM unless otherwise specified. Delegates should arrive at least 15 minutes before the start time to complete the registration process.

Late Arrival - If a delegate arrives 15 minutes or later than the start time of the course, they will not be allowed to take part in the course and will be required to rebook.

No show policy - If a delegate fails to attend a course without prior notice, this will be considered a "no show." In such cases, no refund will be issued and the full course fee will remain payable. Rebooking will require payment of the full course fee.

Payment Terms - Payment is required at the time of booking unless a credit account is held with Pulse Hire. No ePAL license, certificate, or operator card will be issued until cleared funds are received.

Lunch - Lunch is not provided.

Smoking - Smoking is strictly prohibited on the premises. Designated smoking areas will be identified on-site.

Personal Property - Pulse Hire accepts no responsibility for the loss or damage of personal property during the course. Delegates are advised to secure their belongings at all times.

Health and Fitness - Please review the IPAF Health & Fitness Statement here: www.ipaf.org/en-gb/ipaf-health-fitness-statement. If you are unsure of your ability to safely complete the course, please consult with your doctor prior to booking.

Data Protection - By booking this course, delegates consent to the collection and processing of personal data by Pulse Hire for the purpose of course administration and certification. For further information, please review our Privacy Policy available on request. Please review the IPAFs Privacy Policy here: <https://www.ipaf.org/en-gb/privacy-notice>

Force Majeure - Pulse Hire reserves the right to cancel or reschedule courses due to circumstances beyond its control, including but not limited to extreme weather, instructor illness, or equipment failure. In such cases, delegates will be offered an alternative date or a full refund.