



Elite Safety Training & Rescue LTD — Booking and Cancellation Policy

Cancellation and Postponement Policy

In the event of your cancellation of attendance on the course, cancellation terms are, outside 30 days 50% charge applies, inside 30 days 100% charge will apply. Elite Safety, Training & Rescue Ltd may, at its discretion, offer an alternative date, allow delegate substitution, or retain full payment as cancellation charges.

Elite Safety, Training & Rescue Ltd do not accept any liability for courses cancelled due to ill health of tutors, lack of viability or circumstances beyond our control. In the unusual event that a course is cancelled by Elite Safety, Training & Rescue Ltd, an alternative date(s) will be offered to delegates that have booked a place.

Training Courses - Delegates' Requirements

All assessments are conducted in English, use of translators is not permitted, therefore delegates must have a good understanding of the English language. Where the training being provided is other than theoretical, delegates must provide their own equipment as per the pre-requisites for the course. Hardwearing work clothing is most appropriate for tunnels & confined space training. It is an HSE & Manufacturer requirement that anyone wearing working breathing apparatus is clean shaven, Elite retain the right to refuse training to anyone not meeting this criteria.

Delegates must be physically fit to withstand the rigours of training, particularly in tunnels & confined spaces and where the donning of any type of breathing apparatus is required. If there are any doubts relating to the fitness of delegates to undertake training, reference should be made to a G.P. The onus is entirely with the delegate to ensure his or her fitness to undergo training and the Elite Safety, Training & Rescue Ltd cannot and will not accept any responsibility in this regard.

In particular, individuals with respiratory problems or those who suffer from claustrophobia should be certified by a G.P. as fit to undertake rigorous training and to partake in courses that involve the use of Breathing Apparatus and/or work in Tunnels & Confined Spaces. Please note that it is not possible to wear glasses when using certain types of breathing apparatus sets during training sessions.

Equipment must not be removed from the training environment. Any damage caused by wilful misuse or misconduct will be invoiced to the client.

Delegates are required to be punctual at all courses and sessions. Delegates arriving late may be refused entry onto the course. The Client will be liable for all costs of the training where delegates arrive after the course has commenced and have been refused entry.

Consumption of alcohol or drugs is not permitted during training, nor should it be consumed immediately prior to training. If there is any evidence of such trainers are obliged to refuse to train the delegates. Elite Safety Training & Rescue Ltd, have a zero tolerance to abusive, aggressive and non-inclusive behaviour and it will not be tolerated in any form and delegates may be asked to leave if those behaviours are displayed. Course fees will be forfeited in the above circumstances.

Elite Safety, Training & Rescue Ltd cannot accept responsibility for loss or damage to participants' personal property or vehicles whilst attending the course. The venue chosen will meet necessary Health and Safety requirements and relevant procedures and arrangements will be explained to delegates at the start of the course.

Elite Safety, Training & Rescue Ltd will not accept any liability for injury sustained by any participant during the training course. All safe techniques will be taught to participants and all reasonable care will be taken.

Copyright

Photography, Video or other recordings of the course are not permitted without the prior written consent from Elite Safety, Training & Rescue Ltd. Reproduction of any course material without the consent of Elite Safety, Training & Rescue Ltd is not permitted.

Confidentiality Statement

The material and information (together called the course content) provided to you during this course is confidential and is the property of Elite Safety, Training & Rescue Ltd. The course content is not to be copied, reproduced, or adapted in any format or used for any other purpose, including, but not restricted to, the presentation of skills training courses or similar forms of training for third parties. The obligations set out above shall not apply to any part of the course content which subsequently enters the public domain. Signing this application form constitutes your compliance with the terms of this Confidentiality Statement.

Issue of Certificates

Certificates are awarded at the discretion of the trainer/assessor and only to those delegates who successfully complete the training and assessment criteria. Certificates are NOT issued purely for attendance unless otherwise agreed prior to

the course being carried out and in which case the certificates will be worded accordingly. Upon Successful completion of the course and following Internal / External Quality Assurance processes, delegates certificate(s) will be sent to the address on the booking form.

Privacy Statement

Elite Safety Training & Rescue Ltd will only obtain and process personal information required as part of the course registration and induction process and in adherence to GDPR regulations and Elite policy. Your details will be not be passed to third parties other than awarding bodies for the purposes of certification.