



Target Zero - Booking Terms and Conditions

These Terms and Conditions govern the provision of training services by Target Zero Consultants (hereinafter referred to as "the Company"), a UK-based provider of health, safety, environmental, and construction training. By booking a course with Target Zero Training, you (the "Client" or "Delegate") agree to be bound by these terms. These terms apply to all training services, including but not limited to CITB, IOSH, NEBOSH, National Vocational Qualifications (NVQs), NPORS, and other specialised courses delivered in person, online, or remotely.

1. Definitions

Client: The individual or organisation booking a training course with the Company.
Delegate: The individual attending the training course. Course: Any training programme offered by the Company. NVQ: National Vocational Qualification.
Booking: The process of reserving a place on a course. Deposit: A non-refundable payment required to secure a place on an NVQ course. Awarding Body: The accredited organisation responsible for issuing qualifications and certificates.

2. Booking and Payment

2.1 Booking Process: Bookings may be made via the Company's website, phone, email, or Manage My Courses app. A booking is confirmed only upon receipt of full payment, a deposit (for NVQs), or an approved purchase order for corporate clients, subject to availability. Upon confirmation, the Company will issue a booking confirmation email containing joining instructions.

2.2 Payment Terms: All course fees are quoted in GBP and exclude VAT (currently 20%). Full payment is required at the time of booking unless otherwise agreed in writing. For NVQ courses, a non-refundable deposit is required at the time of registration, with the balance payable according to the agreed payment schedule.

2.3 Accepted Payment Methods: Payments may be made using major debit and credit cards. We also accept Klarna, PayPal, and provide 0% finance up to 10 months through Buyonline. Corporate clients may arrange payment via bank transfer or invoice, subject to credit checks and written agreement. The Company does not accept cash, cheques, or cryptocurrency payments.

2.4 Course Materials: The Company provides all necessary course materials, including digital or physical handouts, workbooks, and access to e-learning platforms, as required for the course. Delegates are responsible for ensuring they have access to these materials during the course and for retaining them post-course for reference or assessment purposes. Additional materials requested outside the standard course provision may incur extra charges, which will be communicated in advance.

2.5 Price Changes: The Company reserves the right to adjust course fees at any time before a booking is confirmed. Once a booking is confirmed, the agreed fee will not be altered unless additional services are requested by the Client.

2.6 Special Requirements: Delegates with specific needs must notify the Company at the time of booking to ensure appropriate arrangements can be made. The Company will make reasonable adjustments in accordance with the Equality Act 2010, provided sufficient notice is given (at least 14 days before the course start date). Failure to disclose such requirements may result in the inability to participate fully, with no refund provided.

2.7 Finance Arrangements: Where a booking is made through a finance arrangement, the agreement will be between the Client and the finance company, not the Company. The Company is not a party to any finance agreement and is not responsible for any disputes, defaults, or issues arising from such arrangements. Clients must ensure that payments to the finance company are made in accordance with the finance agreement to maintain their booking status with the Company.

3. Course Cancellations

3.1 Cancellations by the Client: All cancellation requests must be submitted in writing via email to bookings@targetzerogroup.co.uk. Cancellations communicated by phone must be followed by written confirmation within 24 hours to be valid. The following cancellation fees apply, based on the notice period provided:

- More than 30 calendar days before the course start date: Full refund of the course fee.
- 12 to 30 calendar days before the course start date: 75% refund of the course fee.
- 7 to 12 calendar days before the course start date: 50% refund of the course fee.
- Less than 7 calendar days before the course start date: No refund.

Non-attendance without prior cancellation will result in a 100% charge of the course fee, with no refund or credit issued. NVQ course cancellations are non-refundable due to the personalised nature of the assessment process. Alternative arrangements, such as rescheduling assessments, may be considered at the Company's sole discretion, subject to additional fees.

3.2 Cancellations by the Company: The Company reserves the right to cancel or postpone a course due to unforeseen circumstances. In the event of a cancellation by the Company, Clients will be notified as soon as practicable and offered either a full refund or a free transfer to an alternative course date or venue of equivalent value. The Company is not liable for any indirect or consequential losses incurred by the Client or Delegate due to course cancellations or changes.

3.3 Cancellation Due to Non-Compliance: The Company reserves the right to cancel a Delegate's participation if they fail to meet course prerequisites or breach the

Delegate Responsibilities outlined in Section 7. In such cases, no refund or credit will be provided. Any delegate who submits falsified, altered, or otherwise invalid certification or identification will immediately forfeit the full course fee and their booking cancelled. No refund or credit will be issued under any circumstances.

4. Course Transfers

4.1 Transfer Requests by the Client: Delegates may request to transfer to a different course date, programme, or venue by submitting a written request. Transfer requests are subject to availability and the following fees, based on the notice period provided:

- More than 30 calendar days before the course start date: Free of charge.
- 12 to 30 calendar days before the course start date: 25% of the course fee.
- 7 to 12 calendar days before the course start date: 50% of the course fee.
- Less than 7 calendar days before the course start date: 75% of the course fee.

Transfers for NVQ courses are not permitted due to the tailored nature of the assessment process. Alternative arrangements may be considered at the Company's sole discretion, subject to additional fees.

4.2 Company-Initiated Transfers: If the Company changes the course date, time, or venue, Delegates will be offered a free transfer to an alternative date, time, or venue of equivalent value. If no suitable alternative is available, the Client may request a full refund, processed within 14 working days. The Company will provide at least 7 calendar days' notice of any changes, except in cases of unforeseen circumstances.

4.3 Delegate Substitutions: Clients may substitute one Delegate for another on the same course and date, subject to written notification to the Company at least 24 hours before the course start date. Substitutions are subject to the substitute Delegate meeting all course prerequisites. No additional fees will apply for substitutions, provided all requirements are met.

5. National Vocational Qualifications (NVQs)

5.1 NVQ Overview: NVQs are competency-based qualifications designed to demonstrate a Delegate's skills and knowledge in a specific occupational area, up to Level 7. NVQs are assessed through a portfolio of workplace evidence, professional discussions, and/or written assessments, in accordance with the requirements of the relevant awarding body.

5.2 Entry Requirements: Most NVQs have no formal entry requirements, but Delegates must have access to a relevant workplace environment to gather evidence of competency. Specific NVQs require a valid CITB Health, Safety, and Environment Test taken within the last two years. Delegates must confirm their eligibility with the Company at the time of booking to ensure compliance with awarding body requirements.

5.3 Assessment Process: The Company assigns a qualified assessor to guide Delegates through the NVQ process, including compiling a portfolio of evidence. Knowledge-based units may require written assignments, recorded discussions, or online assessments. The typical duration for NVQ completion is 6 to 12 weeks. Delegates are responsible for providing sufficient and authentic evidence, as verified by the assessor and internal quality assurance processes.

5.4 Certification: Upon successful completion and internal verification, NVQ certificates are issued by the relevant awarding body and emailed to Delegates as digital certificates, typically within 4 to 6 weeks of portfolio submission. Certificates are valid for life unless otherwise specified by the awarding body. Hard-copy certificates may be requested for an additional fee.

5.5 Non-Transferable and Non-Refundable: Due to the personalised nature of NVQ assessments, bookings are non-transferable and non-refundable. Once an NVQ has been registered with the awarding body and a deposit paid, no refunds will be issued under any circumstances. Alternative arrangements may be considered at the Company's sole discretion, subject to additional fees and awarding body approval.

5.6 Delegate Responsibilities for NVQs: Delegates must actively engage with their assessor, respond to feedback, and submit evidence within agreed timelines. Failure to provide sufficient evidence or meet assessment deadlines may result in non-certification, with no refund or credit provided. Delegates must ensure their workplace evidence complies with health and safety regulations and awarding body standards.

6. Course Delivery and Certification

6.1 Delivery Methods: Courses are delivered in person at training centres across the UK (Chelmsford, Peterborough, Crawley, Sheffield, Stratford, Barking), online via the Company's secure e-learning platform, or remotely through live tutor-led sessions using video conferencing tools. Delegates attending online or remote courses must have a suitable device and a quiet, distraction-free environment. In-person courses comply with venue-specific health and safety protocols.

6.2 Certification: Upon successful completion of a course, Delegates receive a digital certificate or a hard-copy certificate, depending on the course and awarding body requirements. CITB certificates are valid for five years and may require a refresher course to maintain validity. Digital certificates are emailed within 2 to 4 weeks of course completion, while hard-copy certificates are sent via recorded delivery within 2 to 4 weeks of the course unless otherwise specified. Replacement certificates may be requested for an additional fee.

6.3 Attendance and Participation: Delegates must attend all required course sessions and complete all assessments to achieve certification. For multi-day

courses, absence from any session may result in non-certification, with no refund provided.

6.4 Assessment Appeals: If a Delegate disagrees with an assessment outcome, they may appeal in writing within 14 days of receiving the result. The Company will review the appeal in accordance with awarding body guidelines and respond within 21 working days.

7. Delegate Responsibilities

7.1 Conduct: Delegates must behave professionally, respect fellow participants and trainers, and comply with health and safety regulations. Disruptive behaviour may result in removal from the course without a refund.

7.2 Technical Requirements: For online or remote courses, Delegates are responsible for ensuring a stable internet connection, compatible device, and appropriate software. The Company is not liable for technical issues on the Delegate's end that prevent participation or completion.

7.3 Language Proficiency: A good understanding of spoken and written English is required for all courses. Delegates requiring language support must notify the Company at least 14 days before the course start date. Additional fees may apply.

7.4 Course Prerequisites: Delegates must meet all course prerequisites. Failure to meet prerequisites may result in exclusion from the course, with no refund provided.

8. Liability and Disclaimers

8.1 Limitation of Liability: The Company's liability is limited to the course fee paid by the Client. The Company is not liable for any indirect, consequential, or incidental losses arising from course cancellations, postponements, or changes. The Company is not responsible for loss or damage to personal belongings during in-person courses.

8.2 Third-Party Providers: Where courses are delivered by third-party trainers or venues, the Company ensures quality but is not directly responsible for content delivery or venue conditions.

8.3 Force Majeure: The Company is not liable for failure to perform its obligations due to events beyond its reasonable control. In such cases, the Company will offer a transfer or refund as outlined in Section 3.2.

9. Intellectual Property

All course materials remain the intellectual property of the Company or its licensors. Delegates may use materials solely for personal study and certification purposes. Reproduction, distribution, or sharing of materials without written permission is strictly prohibited and may result in legal action.

10. Data Protection

10.1 Data Handling: The Company complies with UK GDPR and the Data Protection Act 2018. Personal information provided during booking will be used solely for course administration, certification, and communication purposes. Data may be shared with awarding bodies for certification purposes.

10.2 Marketing Communications: Delegates may opt in to receive marketing communications at the time of booking. Consent can be withdrawn at any time.

10.3 Data Security: The Company employs industry-standard security measures to protect personal data. Delegates are responsible for securing their own devices and login credentials for online courses.

11. Complaints and Disputes

11.1 Complaints Procedure: Complaints should be submitted in writing within 14 days of the course or incident. The Company will investigate complaints promptly and aim to respond within 10 working days, with a full resolution within 21 working days.

11.2 Dispute Resolution: Disputes will be handled in accordance with UK law, and the courts of England and Wales shall have exclusive jurisdiction.

12. Amendments to Terms

The Company reserves the right to amend these Terms and Conditions at any time. Updated terms will be published on the Company's website and apply to all bookings made after the effective date.

13. Privacy Policy

(Full data protection/privacy details — omitted here as this covers general data handling, not discounts. Let me know if you'd like this section reproduced too.)

14. Refunds and Cancellations

Refunds are issued only in line with the Company's cancellation policy (see Section 3). NVQ bookings are strictly non-refundable in all circumstances due to registration and assessment costs. Transfers to alternative dates are permitted but may incur fees depending on the notice period. Delegates who fail to meet mandatory prerequisites, including those who provide forged, altered, invalid or misleading documentation, forfeit the full course fee with no refund or credit. All refund and cancellation requests must be submitted in writing.

15. Contact Information

Email: bookings@targetzerogroup.co.uk

Phone: 0333 4440018 (Monday to Friday, 9:00 AM to 5:00 PM GMT)

Website: www.targetzerotraining.co.uk

Head Office Address: Widford Business Centre, Target Zero Group, 33 Robjohns Road, Chelmsford, Essex, CM1 3AG.

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