



CONSTRUCTION PLANT COMPETENCY TRAINING

Construction Plant Competence Training Ltd — Booking and Cancellation Policy

1. Introduction

Welcome to CPCT Ltd ("the Website"). By accessing and using this Website, you agree to comply with and be bound by the following terms and conditions ("Terms"). If you do not agree with these Terms, please do not use the Website.

2. Services Offered

The Website provides information and services related to CPCS (Construction Plant Competence Scheme) courses, including course enrolment, training materials, and certification. These services are intended for individuals and companies seeking training and certification in construction plant operations.

3. Eligibility

To use the services provided by this Website, you must be at least 16 years old and legally capable of entering into binding contracts. By enrolling in a course, you confirm that you meet these eligibility requirements.

4. Course Enrolment

4.1 Registration

To enrol in any of the courses offered, you must complete the registration process by providing accurate and complete information. You are responsible for maintaining the confidentiality of your account information and for all activities that occur under your account.

4.2 Payment

All course fees (including NVQs) must be paid in full at the time of enrolment unless otherwise agreed—such as where a deposit is paid upfront and the remaining balance is due on an agreed date or before the test day. We accept direct transfers to our account. Failure to make payment may result in cancellation of your enrolment.

4.3 Cancellation and Refunds

Cancellation by You:

- **More than 14 Days Before Course Start Date:** If you cancel more than two weeks before the course begins, you will receive a full refund of any payments made, including the deposit.
- **Within 14 Days of Course Start Date:** If you cancel within two weeks of the course start date, the deposit will be non-refundable.
- **On or After Course Start Date:** No refunds will be issued if you cancel on or after the course begins.

Note: The term "deposit" refers to 50% of the full course price.

All cancellation requests must be made in writing and sent to our contact address or email listed on the "Contact Us" page. The date we receive your written cancellation will determine the applicable refund.

Cancellation by Us:

CPCT Ltd reserves the right to cancel or reschedule courses due to insufficient enrolment, instructor availability, or circumstances beyond our control. In such cases, you will be offered a full refund, including any deposit paid, or the option to reschedule for a later date at your discretion.

5. Course Content and Certification

5.1 Course Materials

All course materials provided are for your personal use only. You may not reproduce, distribute, or share the materials without prior written consent from CPCT Ltd.

5.2 Certification

Upon successful completion of a course and passing the required assessments, you will receive a CPCS certification issued by the relevant certifying body. The certification is subject to the terms and conditions of that body.

6. User Conduct

You agree to use the Website and services only for lawful purposes and in a manner that does not infringe the rights of others. Prohibited conduct includes but is not limited to:

- Impersonating another person or entity
- Distributing harmful or illegal content
- Attempting to gain unauthorised access to the Website or other users' accounts

7. Intellectual Property

All content on the Website, including text, graphics, logos, images, and software, is the property of CPCT Ltd or its licensors and is protected by intellectual property laws. You may not use, reproduce, or distribute any content without express written permission.

8. Limitation of Liability

To the fullest extent permitted by law, CPCT Ltd shall not be liable for any direct, indirect, incidental, special, or consequential damages arising from your use of the Website or our services, including but not limited to loss of profits, data, or business opportunities.

9. Disclaimers

9.1 Accuracy of Information

While we aim to ensure that all information on the Website is accurate and up to date, CPCT Ltd makes no warranties or representations regarding the accuracy, completeness, or reliability of the information provided.

9.2 Third-Party Links

The Website may contain links to third-party websites for your convenience. CPCT Ltd does not endorse and is not responsible for the content or practices of any linked sites.

10. Privacy Policy

Your use of the Website is also governed by our Privacy Policy, which outlines how we collect, use, and protect your personal information. Please review the Privacy Policy carefully.

11. Modifications to the Terms

CPCT Ltd reserves the right to modify these Terms at any time. Any changes will be posted on this page. Continued use of the Website after changes have been posted constitutes your acceptance of the updated Terms.

12. Contact Information

If you have any questions or concerns regarding these Terms, please contact us via the details provided on our Contact Us page.