



Anglia Access Platforms Limited - Booking Terms and Conditions

Booking Confirmation

The signed and dated booking confirmation must be returned **as soon as possible** to confirm the training date.

Anglia Access Platforms has the right to cancel any services if the customer fails to return the signed copy within **5 working days**.

Services can be booked by **phone** or **email**.

Delegate Requirements

If any delegate requires an **interpreter** to complete the course, Anglia Access Platforms Limited must be notified **at the time of booking**.

If a delegate has any **literacy** or **language comprehension** difficulties, the office should be advised before the course. The trainer can assist, and this will be handled confidentially.

All delegates must bring:

- **one form of photographic ID**
- a **previous test certificate**, if available or applicable

These must be shown to the instructor on the day of training.

Customer Venue Requirements

Where training is carried out at the customer's own venue, the customer is responsible for ensuring that the following are available:

- a classroom for theory training
- electric sockets
- tables and chairs
- on-site parking facilities for both the trainer and delegates

All equipment to be used must have:

- the relevant **thorough examination certificates**
- the **operator's manual**

These must be available for the instructor to inspect before the training begins.

A **safe environment** must be available for practical training. If the instructor considers the venue or equipment to be unsafe for any reason, the course will be cancelled and **all fees become payable**.

PPE Requirements

All delegates must provide their own PPE, including:

- safety footwear
- hard hats
- hi-vis clothing
- harnesses

Harnesses can be purchased for an additional fee.

Cancellation Charges

Circumstance	Charge
Non-attendance or late arrival on the day of the service	100% of the fee
7-10 days before the course date	50% of the fee
7 days or less before the course date	100% of the fee

Charges for Transferring

Circumstance	Charge
1-10 days before the start date	50% of the fee
If the booking has been moved more than once and the new date is then cancelled	100% of the fee

Health and Fitness Statement

Because the safe use of **Mobile Elevating Work Platforms (MEWPs)** requires users to consult safety notices and read and fully understand the manufacturer's instruction manual, **literacy** and **language comprehension** are important requirements for any MEWP user.

The assembly and use of MEWPs can also be physically demanding. Users should be physically fit and in good health and generally should not have issues such as:

- eyesight or hearing problems
- heart disease

- high blood pressure
- epilepsy
- fear of heights or vertigo
- giddiness or balance difficulties
- impaired limb function
- alcohol or drug dependence
- psychiatric illness

If a delegate has any problems with literacy or language comprehension, or any doubts about their fitness to use MEWPs, they must bring this to the attention of their employer.

This does not necessarily prevent them from using MEWPs, provided the employer carries out an assessment and puts appropriate measures in place to take account of any difficulties.