



Role Training Limited - Booking Terms and Conditions

Role Training Ltd complies with all the requirements of various regulatory authorities e.g. CITB, BSC, RISQS.

Role Training Ltd agrees to provide their services on the terms herein.

Our prices are available on www.rolegroup.co.uk and for on-site testing on request. Any request for us to provide a service and any Contract between us are deemed to incorporate these Terms of Business. All other contractual terms which in any way add to, vary or contradict these conditions and upon which you may seek to rely or otherwise impose on us are excluded and do not form part of the Contract (whether or not such other contractual terms post-date these conditions) unless we have specifically agreed in writing to be bound thereby. In the event of any conflict these Terms of Business take priority. A person who is not a party to this Contract shall not have any rights under or in connection with it. No variation of the Contract or these Terms shall be valid unless it is confirmed by us in writing. Any contract and/or agreement must be signed by an Authorized person of Role Training Ltd otherwise it will be invalid.

Payment

You will pay all invoices for services provided to you prior to the invoice date, unless you are on a 7, 14 or 21-day invoice which would be agreed on booking. Any late payments will carry an 8% surcharge on top of the Bank of England's interest rate. We may notify any relevant authority of your company's inability to conform to any regulations.

Unless we are notified within 28 days of the invoice date that the invoice is incorrect you agree to accept that the invoice is payable in full without set off. Where a credit note is requested, the original documents, if any, must accompany any such request.

We shall have no liability to you under the Contract if we are prevented from, or delayed in performing, our obligations under the Contract or from carrying on our business by acts, events, omissions or accidents beyond our reasonable control, including (without limitation) strikes, lock-outs or other industrial disputes (whether involving our workforce or any other party), failure of a utility service or transport network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or government order, rule, regulation or direction,

accident, breakdown of plant or machinery, fire, flood, storm or default of suppliers or subcontractors.

Bookings that are made via online or by telephone that are subsequently cancelled within the allotted permitted time period (3 days prior to course start date (Monday – Sunday)) will be refunded by Role Training Ltd within 3-5 working days. A request for refund will be processed once confirmation is received via phone or email to Role Training Ltd from an authorized contact or the payee him or herself.

Cancellations

If less than one day (Monday – Sunday) notice is given of a cancellation of a booking, part of a booking, or a candidate fails to attend at the appointed time and place or fails to bring with them specified photographic identification or such documentation and/or information as is required for their course or examination, then the full fee will be charged. Same day bookings will be charged in advance via deposit or full payment prior to attendance and cannot be cancelled or rescheduled. Candidates must ensure that they can attend their scheduled course before finalizing their booking. Courses that are rescheduled on the day of the appointment will incur the full fee of the course. We may advise you that we have subcontracted a service to a third party. Where a service is subcontracted, 14 working days' notice (Monday – Sunday) is required for cancellations. We will charge the full fee should less than 14 working days' notice be given.

We will not tolerate threatening behaviour, verbal or physical abuse and may eject threatening individuals from our premises entirely at our discretion. Any unacceptable behaviour at any other location will result in our staff leaving the premises. In these circumstances the full fee is payable.