



Training 4 Industry - Booking Terms and Conditions

Payment Conditions

Full course payment is required at the time of booking unless you have a credit account with Training 4 Industry Ltd.

Transfer Fees

Fees for transfers are as follows and are listed as working days prior to the course commencement:

Up to 2 working days prior to course commencement – 100% payable

3 - 4 days – 75%

5 - 7 days – 50%

7+ days – 25%

Cancellation Fees

Fees for cancellations are as follows and are listed as working days prior to the course commencement:

Up to 2 working days prior to course commencement – 100% payable

3 - 4 days – 75%

5 - 7 days – 50%

7+ days – 25%

Course Fee Payment

All course fees must be paid in full prior to the commencement of training, or within 30 days of the training date, provided that account terms have been agreed with Training 4 Industry Ltd.

Certification and ID Cards

Certification and ID cards will only be issued once full payment has been received.

In addition, should you attend any CITB/IPAF/PASMA or other accredited training courses, please be aware that these certificates can take some time to be

dispatched from the accrediting body. However, we will endeavour to post all certificates recorded delivery, upon receipt, as quickly as possible.

Delegate Non-Attendance

Failure of a delegate to attend the course will be treated as a full cancellation without notice. In such cases, the full course and registration fees remain payable, with no refunds or transfers applicable.

Instructor Visits and Equipment

If our training instructor attends your premises to conduct a booked course but is unable to do so due to a lack of required equipment or facilities, the full course fees remain payable.

Name Changes

Name changes are permitted free of charge, provided they are confirmed in writing at least 24 hours before the course start date.

Missed Course Content

We reserve the right to charge 100% of the booking price if a delegate misses any part of the course.

External Provider Terms and Conditions

Where training is booked with an external provider, the terms and conditions of that provider will apply. By confirming your booking, you acknowledge and accept that we are bound by the policies and procedures of the external provider, which may differ from our own. These terms may include, but are not limited to, cancellation, amendment, and fee policies. Should you require additional details on the external provider's terms, we will be happy to provide them upon request.

Minimum Pass Mark

Delegates are required to achieve the minimum pass mark specified on the booking cover sheet for the respective course. No refund will be issued in the event a delegate fails to meet the required pass criteria.

Delegates' Fitness and Safety

It is the responsibility of the employer to ensure that all delegates are physically and mentally fit to operate plant and equipment and participate in the training activities.

Delegate Conduct and Safety

Delegates must follow all instructions provided by the training instructor during the course. Non-compliance may result in removal from the training without refund.

Course Charges and Cancellations

Training 4 Industry reserves the right to alter or cancel training dates and/or venues without liability. We also reserve the right to modify course content to meet course requirements as necessary.