



Civil Safety Training & Rescue — Booking and Cancellation Policy

No places can be confirmed until a completed booking form with PO is returned.

Training will be invoiced upon completion.

Our payment terms are 30 days.

New customers will be invoiced pro-forma.

Our cancellation terms are:

Cancellation over 2 weeks from training date – 0% of course fee

Cancellation within 2 weeks from training date – 50% of course fee

Cancellation within 1 week of training date – 100% of course fee

No shows – 100% of course fee

Any fees occurred by Civil Safety Training & Rescue Ltd resulting from cancellations e.g. hotel fees will be chargeable.

Civil Safety Training & Rescue Ltd reserves the right to cancel or move the course to an alternative date.

Upon signing the personal details form the delegate is giving their permission for their photograph to be taken on the day of the course and stored to enable us to issue their photo ID card – If applicable.

Upon signing the personal details form the delegate is confirming that all information provided within the form is true and correct at the time of completion to the best of their knowledge.

Any information given prior to the course must be adhered to e.g. information of PPE to be worn.

All information and instructions given to the delegates during the course must be adhered to so to ensure their safety.