



The Building Safety Group

Building Safety Group - Booking Terms and Conditions

Training Courses

- All training courses are provided on the understanding that **payment in full** must be received no later than **28 days prior** to the commencement of the course.
- Places are allocated on a **strictly first come, first served** basis.
- Payment must be received **at the time of booking** for courses commencing within **28 days**.

Cancellation Policy

Training cancellations must be made **in writing** and addressed to the **Training Manager**.

Notice Given	Charge
10 working days or more before the scheduled course date	No charge
Within 10 working days before the scheduled course date	50% of course fees payable
Less than 5 working days before the scheduled course date	No refund
Non-attendance	No refund

Complaints and Appeals Procedure

Customers, including Learners

Where a complaint is received in writing, it will be passed to the **Managing Director (MD)** or **Training Manager (TM)** for investigation within **24 hours**.

The MD or TM will investigate the complaint within **1 week** of it being made.

After the investigation, the MD will make the necessary recommendations. If the matter cannot be resolved, it will be passed to the **Board of Directors**, who will decide the necessary action.

Where a complaint requires detailed investigation or is a complex matter, the MD or TM will inform the complainant and agree adjusted timescales.

The MD or TM will then convey the decision **in writing** to the person or persons concerned. That decision will be regarded as **final**.

CITB Complaints and Appeals

CITB aims to ensure all awarding organisation decisions are fair, consistent and based on valid judgments.

Before using the CITB procedure, the appellant must first complete the centre's own appeals process.

If the complaint or appeal cannot be resolved by the ATO, the dispute should be put in writing to:

Site Safety Plus

CITB
Bircham Newton
King's Lynn
Norfolk
PE31 6RH

T: 0344 994 4020

E: sitecourses@citb.co.uk

Membership

By applying for membership of **The Building Safety Group Limited**, the applicant agrees that:

- if elected to become a member, they will be bound by the **Memorandum and Articles of Association** and bylaws of the Group
- membership is subject to **six months' written notice**
- the subscription for the notice period will be based on the **previous six months' subscription**
- the joining fee must be paid at the agreed rate upon receipt of invoice
- subscriptions must be paid in accordance with the Memorandum and Articles of Association and the current published subscription rates
- current subscription rates are charged **per annum plus VAT**, invoiced **six-monthly on 1 January and 1 July**, and payable upon receipt of invoice
- a maximum period of **14 clear days** may elapse after payment of the first subscription, or notification of the sites requiring cover, whichever is later, before the Safety Adviser begins site visits
- services provided by The Building Safety Group Ltd cover the **UK mainland only**

- offshore services are subject to prior arrangement and negotiable charges/expenses
- an additional charge of **£50 plus VAT per visit** applies for site visits within the **M25 ring**
- if a member is investigated by or on behalf of the Health and Safety Executive, The Building Safety Group shall not be liable for any **Fees for Intervention**
- on resigning membership, the member must stop using the **BSG logo** and any other **BSG-branded livery**
- on resigning membership, the member must stop using **BSG software services**, which remain protected as BSG intellectual property rights

Privacy

- The Building Safety Group Ltd operates the website.
- Personal information may be collected from individuals who browse the website or voluntarily provide details through email or online forms when enquiring about or applying for services.
- The information provided may be used by The Building Safety Group to inform individuals about products or services it believes may be of interest.
- If a person does not wish to receive such information, they should advise BSG by email.
- Information is **not shared with third parties**.