



Britannia Safety Training - Booking Terms and Conditions

Bookings and Confirmation

Services must be **booked in advance**.

Upon booking, the customer will receive a **Notice of Services** setting out the agreed services.

The customer must then provide **Confirmation of Services** by one of the following:

- email
- electronically signed Notice of Services
- purchase order
- payment

Confirmation of Services is treated as **acceptance of these Terms and Conditions**.

If Confirmation of Services is not received within **5 working days**, Britannia Safety & Training reserves the right to **cancel the proposed services without further notice**.

Certificates

Certificates of completion will only be issued once **full payment** for the services has been received.

Certificates will be sent to the **customer's address**. Customers must notify Britannia Safety & Training of any address changes.

The company reserves the right to charge for issuing **replacement certificates** to alternative addresses.

If a delegate does not achieve the required pass rate, the customer will be informed as soon as possible and **new service dates, fees and requirements** can then be agreed.

Cancellations and Refunds

Notice Given

Charge

More than 14 days before the service date No charge

Within 14 days of the service date 100% of the fee

Non-attendance or late arrival on the day 100% of the fee

If services have already been paid for and are cancelled more than 14 days before the service date, a **full refund** will be arranged.

Transfers and Rescheduling

Requests to transfer booked services to another date may incur an **administration fee**.

If the transfer request is made **14 days or less** before the scheduled service date, a charge of **50% of the fee** will apply.

A **new service date** must be agreed **at least 1 working day** before the original service date.

Transfers are subject to **availability**, and once a new service date is agreed, an updated **Notice of Services** will be issued.

If services are transferred from one date to another and then subsequently cancelled, **100% of the original service fee** will apply.

Changes to Services

If any changes to the services are required, the customer must contact the office.

Any changes will be subject to a **new Notice of Services** and may also be subject to a **fee**.

The customer must **not amend the Notice of Services** under any circumstances.

Britannia Safety & Training reserves the right to **reschedule or cancel services due to unforeseen circumstances**. In such cases, customers will be offered either:

- an **alternative date**, or
- a **full refund**

Delegates specified in the Notice of Services will be **strictly adhered to**.

Additional delegates who arrive without a Confirmation of Services will not be able to participate unless suitable arrangements can be made before the services begin.

Force Majeure

The company will not be liable for any failure to fulfil its obligations where that failure is caused by circumstances beyond its reasonable control, provided reasonable efforts have been made to fulfil those obligations.

Customer Responsibilities

The customer is fully responsible for ensuring that delegates:

- arrive **on time**
- have the **correct equipment and PPE**
- wear **suitable clothing**
- are **fit to participate**
- comply with the requirements set out in the **Notice of Services**

Any **special requirements**, such as accessibility needs or language support, must be communicated **at the time of booking**.

If these responsibilities are not met, the services will **not be provided**, the customer will be informed immediately, and the **full fee will still apply**.

Discrimination, harassment, abusive language, unacceptable behaviour, and being under the influence of drugs or alcohol will **not be tolerated**, and a delegate may be removed from the service.

Contact

For questions or payments, Britannia Safety & Training gives the following contact details:

- **Email:** sales@britanniaits.com
- **Phone:** 01953 606100