



Safetymen Solutions - Booking Terms and Conditions

1. These terms and conditions are in addition to the terms and conditions of Safetymen Ltd which are available for inspection upon request.
2. Course bookings will only be accepted upon receipt of a signed Safetymen Ltd course booking form.
3. **Course fees must be paid in full at the time of the booking.** Safetymen Ltd reserves the right to withhold the issue of training certificates until such time as the training/assessment is paid for in full.
4. Once a booking is confirmed, the following conditions will apply in respect of course cancellations by clients. Cancellations are required only in writing or email and apply from date received. Bank Holidays etc. are not included on time limits:
 - a. For cancellations made 21 working days or more before the course start date, full refund of course fee
 - b. For cancellations made more than 14 working days, but less than 21 working days, before the course start date: 50% refund of course fee on cancellation or £50.00 administration fee on transfer to next available course.
 - c. For cancellation made less than 14 working days before the course start date or non-arrival: Full fee payable.
5. Delegates who arrive later than 15 minutes after the start time will not be accepted on the course, in all cases all course fees remain payable.
6. Safetymen Ltd reserves the right at its absolute discretion, and without liability, to cancel, alter or re-arrange courses for any reason including a lack of attendees; in which event attendees will be transferred to other courses or monies paid fully refunded.
7. Safetymen Ltd reserve the right to remove any attendee(s) from the training course at any time if, in the opinion of Safetymen Ltd, there is evidence of serious misconduct (including alcohol or drug mis-use), or the continued attendance of the attendee would not be in the interests of the attendee or other attendees on that course, whether for reasons of safety or otherwise. Full payment is applicable in this instance.
8. As written test papers are used on this course (pass / fail), delegates should be reasonably literate.

9. A surcharge of 2.5% per calendar month will be levied on balances outstanding on accounts from the invoice date.

10. All fees quoted will be subject to the normal rate of VAT at the time of invoicing.