



### **Health Life Safety - Booking Terms and Conditions**

Although it is rare, from time to time, we may need to cancel or reschedule courses. Should a training course be cancelled for any reason, you will be fully reimbursed with all course costs including VAT and card fees paid, unless an alternative date has been offered and accepted.

This is the full extent of the liability which Health Life & Safety Ltd has for any indirect, incidental, punitive, special or consequential losses or damage arising from course cancellations or rescheduled courses.

If you wish to cancel a course booking, you must notify us in writing. Course cancellations are subject to fees in accordance with the following table of charges:

| <b>No. of days before course start date</b> | <b>Course cancellation fee</b>  |
|---------------------------------------------|---------------------------------|
| More than 21 working days                   | 25% of course fees (75% refund) |
| Between 11 and 20 working days              | 50% of course fees (50% refund) |
| 10 or fewer working days                    | Full course fees (0% refund)    |

Please note that course transfers may be subject to an administration fee in addition to any cancellation fee arising from the transfer (as detailed in the table above).

If we are to incur any charges as a result of your transfer, these will be passed onto you. Fees will be calculated on how much notice has been given, the duration and accreditation of the course and the individual training provider's terms.

Delegates who fail to complete all parts of the course will not be eligible for any refund or free transfer, although exceptions may apply due to individual circumstances at our discretion.