



Norse Health & Safety Group - Booking Terms and Conditions

PAYMENT

All accounts are payable in full prior to the start of any course. Course results will only be processed once full payment has been received. Results are processed within 7 days of the course end. Should the payment not be received by this date your results will not be processed resulting in your course becoming obsolete. Payment can be made by debit/credit card and bank transfer.

CANCELLATION

You may cancel a scheduled course and be refunded all course fees provided more than 30 working days' notice (working days excludes all statutory bank holidays) is given. All cancellations must be received in writing and acknowledged by Norse Health and Safety Group Ltd. Delegates may be substituted at any time up to course commencement. In the event of cancellation within the 30-day notice period, the following charges will be applied.

- More than 7 days to 30 days – ½ fees refundable
- Less than 7 days – Full fees are payable

In a situation where a course is run exclusively for a client – at Norse offices, on a customer site or any other alternative venue – the same cancellation terms apply. Should you need or wish to cancel for any reason there is a 48-hour cooling off period, from the date these terms and conditions are signed, where no cancellation fees will be enforced.

If it is necessary for Norse Health and Safety Group Ltd to cancel or reschedule a course, we will endeavour to give a minimum of 7 days notice. In such circumstances a full refund or alternative dates will be available and all liability by Norse Health and Safety Group Ltd will be limited to the value of the original course fee.

If an attendee(s) should be unable to attend any day of our training courses, we will only accept extenuating circumstances for transfers and this will be at the discretion of Norse Health and Safety Group Ltd as to what the transfer or additional charges will be. Please note: extenuating circumstances does not

include work-based issues such as work load or holidays. If a valid medical certificate is not provided for illness, then the candidate will need to attend the full course again and full fees will be payable.

COURSE CONTENT

Norse Health and Safety Group Ltd reserve the right to adjust the content of any course to reflect changes or new developments within regulated qualification guidelines. All course material, content and visual aids are Norse Health and Safety Group Ltd and may not be reproduced in any form without the express written permission of Norse Health and Safety Group Ltd.

SAFETY

Course attendees shall observe the safety and security regulations in force at the premises where the training takes place, these regulations are available for inspection at the premises.

LIABILITY

Norse Health and Safety Group Ltd shall have no liability whatsoever whether in contract, tort, including negligence, breach of statutory duty or otherwise for any loss or damage suffered by a customer arising from, or connected with, errors in any course material or incorrect or incomplete instruction or tuition given at a course.

COMPLAINTS

Naturally we aim to fully satisfy all your training requirements; but we recognise that there may be times when you may not be totally happy with our service provision. If in the unfortunate situation your needs have not been addressed correctly we will treat your complaint seriously and professionally and ask that you email info@norsehealthandsafetygroup.com to which we will respond within one calendar month as per The Data (Use and Access) Act 2025.

GOVERNING LAW

These terms and conditions shall be governed by and construed in all respects in accordance to English law.

PRIVACY POLICY

Please see our Privacy Policy which is compliant with the General Data Protection Regulations and The Data (Use and Access) Act 2025.

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