



Lighthouse Safety Training - 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 Lighthouse Safety Training 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 customer – at Lighthouse Safety 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 Lighthouse Safety Training 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 Lighthouse Safety Training 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 Lighthouse Safety Training 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

Lighthouse Safety Training Ltd reserve the right to adjust the content of any course to reflect changes or new developments. All course material, content and visual aids are copyright Lighthouse Safety Training Ltd and may not be reproduced in any form without the express written permission of Lighthouse Safety Training 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

Lighthouse Safety Training 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 H&S 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 would ask you to request our leaflet — 'HOW TO COMPLAIN ABOUT OUR SERVICES.'

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.