



Carney Consultancy Ltd — Terms & Conditions

General Terms and Conditions

All orders must be made **in writing** using a Carney Consultancy Ltd booking form.

Courses cannot be confirmed until a completed booking form has been returned with an **authorised signature**.

Payment is due **prior to commencement of training**.

Delegates must have a good understanding of **spoken and written English**.

Photographic ID is required for all delegates. Accepted forms include:

- passport
- driving licence
- CSCS card
- CPCS card
- ECA card

Written parental consent is required for all delegates under **18 years of age**.

At the point of booking, Carney Consultancy Ltd must be advised of any delegates who require assistance due to learning difficulties or disability.

Course Cancellation by Carney Consultancy Ltd

Carney Consultancy Ltd reserves the right to cancel open courses where insufficient numbers are attending.

Every effort will be made to notify customers **5 days in advance** where this occurs.

However, courses may be cancelled on the day if delegates do not attend and the minimum numbers are not achieved.

A **full refund** will be given in these circumstances.

Carney Consultancy Ltd may also have to cancel a course at very short notice due to circumstances beyond its control, such as:

- instructor illness

- venue cancellation
- other unforeseen circumstances

Customer Cancellation Charges

If the customer cancels a course with Carney Consultancy Ltd, the following cancellation fees apply:

Notice Given	Charge
5 working days or less before the course starts	Full payment required
6-10 working days before the course starts	25% of the course fee

Delegate Conduct

The facilitator delivering the training course has the right to dismiss any delegate who:

- disrupts the course
- is suspected of being under the influence of drugs or alcohol

Carney Consultancy Ltd operates an **equal opportunities policy** and will exclude, after warning, any delegate who is abusive on grounds of race, religion or sex.

No refund will be payable if delegates:

- fail to arrive
- leave early
- fail to complete the course
- fail to achieve the required criteria

Attendance and Arrival

Candidates are asked to arrive **15 minutes before** the course start time for registration.

If delegates arrive more than **15 minutes late**, they will not be permitted to attend the course, and the original invoice value will still apply.

No refund will be payable where delegates:

- fail to arrive for any day of the course
- leave early
- fail to complete the course
- fail to achieve the required criteria

Clothing and PPE

Delegates are requested to arrive in **clean footwear and clothing**, with no dirty work boots or clothing.

Delegates who disregard this and mark the interior of the venue will be charged a **cleaning bill**.

Candidates will be expected to arrive with suitable **Personal Protective Equipment (PPE)** if listed in the training course information letter.

All course requirements and venue directions will be confirmed in the joining instructions issued by email.

Client Venue and Equipment

If the client provides the venue, equipment and materials, these must meet an acceptable standard.

If they do not, Carney Consultancy Ltd reserves the right to **cancel the course**, with **full payment still expected**.

Transfers

There will be an administration charge for delegates transferring to another course of **10% of the course cost**.

Identification Requirements

To prove identity and reduce fraud, all delegates must provide either:

- a **passport**, or
- a **photo card driving licence**

The document must be no more than **6 months out of date**.

If a delegate cannot provide suitable identification, they will **not be allowed to attend** the course.

If a delegate cannot provide the primary identification listed above, Carney Consultancy Ltd should be contacted to discuss other accepted forms of secondary identification.

Disputes

Any problems that arise will be resolved by discussion and negotiation where possible.

If they cannot be resolved, these terms will take priority.