



State of the Art (SOTA) Training Limited - Booking Terms and Conditions

1. Purpose of The Policy

These terms and conditions apply to any booking made by an individual, company or other commercial body (The Client) with The Safety Maintenance Company Ltd (The Company). We accept bookings for any of our training courses online, by email or by telephone. If you would like to discuss a training course or speak to one of our team, please contact 0800 069 9539. The company reserves the right to amend the terms and conditions at any time without notice. Latest versions of these terms and conditions are available upon request.

Delegate Information

On booking, it is the client's responsibility to inform the company of any special requirements a delegate may have, including language problems, reading and writing difficulties etc. At the point of notice we will offer help and advise on options available to the delegate to help with any special requirements. If you wear religious headwear or any form of religious attire that may impact the fitting of standard equipment (e.g., helmets, headsets), we kindly ask that you inform us in advance. This will allow us to make necessary accommodations to ensure your safety and comfort during the course. For training involving practical elements, delegates are required to provide their own personal protective equipment that is suitable and sufficient for the task to be carried out, this will be detailed in the course joining instructions. All delegates must be physically and mentally fit to withstand the requirements of their training course. The onus is on the delegate entirely to ensure their suitability and fitness to undergo training. No consumption of alcohol or drugs is permitted during the training course and nor is it acceptable to attend a course under the influence of alcohol or drugs. Delegates are required to arrive in a timely manner and late arrivals may be refused entry. The company reserves the right to refuse entry or charge in full should the client not adhere to the statements above.

Cancellation

The company must be informed of any cancellations in writing. Failure to cancel a booking in writing, outside of the cancellation terms will result in a full charge. If the notice period of the cancellation is over 14 days prior to the course start date no fee is payable. If the notice period is under 14 days prior to the course start date 100% of the course fee is payable. Any amendments to bookings outside of the cancellation terms may be subject to an admin charge of £35 + VAT. Non-attendance of a course will result in the full fee being payable.

Course Locations

The course location will be stated on our joining instructions that are issued at the time of booking, if you have not received any information about your booking, please contact 0800 069 9539. If the training is to be carried out on the client's premises, we can advise of what is expected with regards to the facilities at the time of booking. However, it is down to the client to ensure the conditions and facilities and work equipment are suitable, sufficient, and appropriate for the training to be carried out and meet the requirements detailed at the time of booking. The Company has the right to refuse delivery of the training if the conditions of the venue are not appropriate and could compromise the quality of the training. The company reserves the right to charge in full for any courses not delivered due to the facilities not being suitable and sufficient.

Certification

If you have not received your certificate within 2 months of your course date, then please contact our office. Any requests for initial certification beyond 3 months of your course date will be chargeable. Any requests for copies of certification are chargeable and you must contact our office for the associated costs.

GDPR

Any information disclosed to the company will only be collected, stored and processed in accordance with the requirements of the business and as detailed in our data protection policy.

CITB Fair Processing Notice

The information provided to the Construction Industry Training Board ("CITB") in this form will be used for the application and administration of an apprenticeship and for purposes connected with our role as an Industrial Training Board in accordance with the Industrial Training Act 1982.

Your data will be held securely and treated confidentially and will not be disclosed to external parties other than as required for the purposes described above, which will include:

- Sharing with Further Education establishments or training providers
- Sharing with current or prospective employers
- Publishing your achievements on the CITB Construction Training Register
- Sharing with awarding organisations or competency card schemes if you apply for their products

Payment Terms

Unless otherwise agreed all invoices are payable upon booking. For clients with credit accounts the payment terms are as agreed at the time of approval of the credit application. If full payment has not been received for clients who do not hold

credit accounts then the company reserve the right to refuse entry onto the course and charge in full.

Unacceptable Behaviour

The consumption of alcohol or drugs within our centres is prohibited. The Safety Maintenance Company Ltd reserves the right to remove any candidate from a course if their behaviour towards other candidates and/or staff is unacceptable and/or disruptive to the course.

Policy Review

The company shall review its Privacy Policy annually, or more frequently if deemed prudent to do so.

Additionally, the policy shall be reviewed as necessary to reflect any changes in legislation, significant company appointments and/or relevant technological advancements.

Version Control

Version	Date	Summary Details	By Whom
1.0	25 June 2024	Formatted to new template	F Stevens