



Courtley (H&S) Ltd — Training Booking Conditions

1. Booking

Bookings can be made via the Courtley website or by completing a **Training Booking Form** and emailing it to bookings@courtley.com.

Once the completed Training Booking Form has been received, Courtley will:

- set up an account, if one is not already in place
- add the booking to its online training management system
- confirm the booking by email

Bookings are **not final** until a confirmation email has been received.

All training courses are confirmed to run **7 calendar days** before commencement. This is referred to as the course **Confirmation Point**.

2. Discounts

If a discount or special offer is accepted, **payment is required immediately**.

If payment has not been received by the course's Confirmation Point, an invoice for the **full undiscounted cost** of any place(s) booked will be issued, and standard payment terms will apply.

3. Cancellations and Transfers

If you need to cancel a booking for any reason, you must inform Courtley **in writing** before the course's Confirmation Point.

Cancellation or transfer requests should be emailed to bookings@courtley.com with details of the course and delegate(s) concerned.

The request must be received no later than **17:00 the day before** the course's Confirmation Point.

Any bookings cancelled or transferred **on or after** the Confirmation Point will be **charged in full**.

Individual places can be transferred from one course to another **before** the Confirmation Point.

Transfers are **not allowed after** the Confirmation Point and will be treated as a cancellation.

Pre-arranged delegate substitutions will **not incur a charge**.

The booking will be payable in full in the event of:

- no-shows
- late arrivals
- a delegate being unfit or unable to complete the course
- a delegate being refused entry for any reason

Where training is delivered at a location chosen by the customer, the venue must meet the necessary requirements, which will be stated before the booking is confirmed.

If the trainer arrives and finds the venue unsuitable, the course may be abandoned and the customer will be **charged in full**.

Courtley reserves the right to **cancel or reschedule training courses at any time**.

4. Joining Instructions

The organisation representative named on the Training Booking Form, together with any delegate whose email address has been provided, will receive joining instructions from bookings@courtley.com **5 days** before the course starts.

A reminder email will also be sent **1 day** before the course starts.

It is the organisation representative's responsibility to ensure the information in the joining instructions is passed to each delegate attending the course.

5. Special Requirements

All courses are delivered in **English**.

Courtley does **not** provide translators.

If a translator is being brought, Courtley must be informed before the course's Confirmation Point.

Some externally accredited courses, such as **CITB courses**, do **not** allow translators at all.

If a delegate has difficulties with reading or writing, or requires other special assistance such as allergy or dietary support, Courtley must be advised at least **72 hours** before the course starts so that necessary arrangements can be made.

Acceptance

By completing and submitting a CHS Training Booking Form, or making a booking via the website, the customer confirms acceptance of these terms.

The customer also confirms that delegate(s) are physically fit and do not have any medical conditions that would affect their ability to safely participate in any practical elements of the course booked.

Courtley reserves the right to **cancel or reschedule training at any time.**