



STS Group Limited - Booking Terms and Conditions

General

These Terms & Conditions apply to all training courses delivered by STS Group Ltd. By submitting a booking form or confirming a course, the customer agrees to the terms outlined below.

STS Group Limited reserves the right to cancel training in the event that the personnel, site or equipment do not meet the necessary health and safety legislation. In the event of a cancellation of this nature, the customer will be liable for payment of the full course fee. Course bookings will only be accepted and confirmed on receipt of a completed STS Group Limited Training Booking Form. The customer is responsible for ensuring that all trainees are both mentally and physically fit to undergo training.

Trainees must be capable of recognising potential hazards and understand the limitations of both personnel and equipment. All plant and equipment provided by the customer for training must be in good working order and be accompanied by the manufacturer's certificate, and manufacturer's instruction manual. Copies of Certificates of previous Training or Examination are required where applicable.

Customers must provide Trainees with the relevant PPE for the course and are trained in the safe use. All locations/facilities arranged by the customer must meet the necessary requirements, i.e. suitable training room with power, no interruptions, suitable practical test area in a safe environment. Outdoor training can only take place, weather permitting.

All trainees will be required to achieve the minimum standards as set out in the course contents. Failure to achieve the standards required on either Theory or Practical Assessment will result in the trainee being unable to complete the course successfully. The instructor's verdict is final; however, an appeal can be made in writing within 5 days of the course following STS Group Ltd Appeals Procedure. In this event, the customer will be charged the full course fees.

Unforeseen Circumstances

From time to time, unforeseen circumstances may require STS Group Ltd to cancel or reschedule a course. In such cases, delegates will be given as much notice as

reasonably possible and offered either a free transfer to an alternative course date or a full refund of all fees paid.

Payments

New customers will be requested to pay for their booking via BACS or online via STRIPE payments unless otherwise agreed prior to their booking taking place. Customers are required to make an immediate payment upon booking unless otherwise agreed.

Customers wishing to provide a PO must do so upon booking otherwise their invoice will not reflect this. Customers will be invoiced on the date of booking or shortly before their training and payment will be due within 7/14 or 30 days of the invoice issue date — not 7/14 or 30 days after the training completion date — unless an alternative agreement has been made with STS Group Ltd. As of 01.01.2026 our company will no longer accept payment by cheque.

All payment terms are the conditions of STS Group Ltd unless otherwise agreed and will be subject to change should our agreed conditions not be met, for example: late payments.

Late payments

In the event of an invoice being unpaid, Customer details will be shared with a third party for recovery of any monies owed within 30 days. Interest will be added to invoices overdue for payment in line with The Late Payment of Commercial Debts (Interest) Act 1998 unless an alternative agreement has been made with STS Group Ltd.

Certificates or Licenses

Certification will not be applied for or issued until payment has been received in full. Certificates, where applicable, are awarded to delegates who successfully complete their training or testing.

Delegate Behaviour

STS Group Limited reserves the right to exclude trainees, without a refund of fees, at any time if they cause significant disruptions or delays/late arrivals, or if their qualifications and current experience impact the ability for STS Group Limited to deliver the course as determined by the course standards.