



CITP - Booking Terms and Conditions

1. It may be possible for CITP Ltd to offer you a credit account, which would be based on 30-day payment terms. You must have a completed credit application form and pass our credit check to be in a position to open an account.
2. Should you be successful in opening a credit account with us, CITP Ltd will invoice you at point of booking, although the payment will not be due for the agreed 30 days.
3. For account customers, irrespective of the course commencement date, the invoice will still be payable 30 days, from point of booking. Unfortunately, CITP Ltd cannot hold dates for more than a maximum of 48 hours.
4. If your company operates a purchase order system you must supply this at point of booking, as failure to do so may jeopardise your booking and additionally the proposed course dates.
5. In the instance of an unpaid invoice during the 30-day allowance, we may apply a 10% charge due to increased administration; however this will depend on the circumstances.
6. Any amendment made prior to booking, such as the candidate, type of course or date change will incur a £50 + VAT administration charge.
7. Any cancellation made within 10 - 20 working days' notice of the course taking place will be charged at 50% of the original course cost.
8. Any cancellation made with less than 10 working days' notice from the course delivery date will be charged at 100% of the original course cost.
9. We reserve the right to charge additional administration fees where necessary.
10. Cards and certificates may not be issued until funds have been received when paying by account, although should you or your company have an issue with candidates getting on site, please contact us, we'll do our very best to help.
11. PPE is to be supplied by the individual or the booking company. These will not be supplied by CITP Ltd.
12. Any candidate booked to undertake a CSCS HS&E test is required to bring photographic ID (Driving License/Passport).
13. Any CITB grant rates quoted cannot be guaranteed by CITP and are subject to review by the CITB. These grants can be claimed upon completion & achievement of the booked training/assessment - we will gladly assist in this

process if required, please speak to a member of the team should you need any advice.

14. Candidates must adhere to our site induction at all times, failure to do so may result in them being asked to leave the course / site
15. CITP Ltd accepts no responsibility for any miss-laid, lost or stolen goods. We advise that any valuables be left at home or placed in one of the lockers provided.
16. Clients who provide plant and machinery must ensure it meets all safety standards and if appropriate CPCS testing criteria - this criteria is available upon request.
17. Clients training/testing on site must ensure that the site is suitable as per any testing specifications, these can be made available upon request. Failure to do so may result in a course being rearranged, at cost to the client.
18. Should CITP be forced to cancel a course due to unforeseen circumstances, i.e. poor weather, the course test fees will be rearranged at cost to the CITB; additional costs such as crane hire may be chargeable to the customer. This is dependent on the circumstances however and will be reviewed on a case by case basis at the discretion of CITP.
19. Late arrival of any candidate may result in the loss of the testing vacancy, in which case no refund can be issued, however, this is again based on the circumstances.
20. Failure of a CPCS theory test will prevent a candidate undertaking any scheduled CPCS practical test, in such a circumstance, no refund can be issued.
21. By completion and return of our booking form or issue of a purchase order, you are agreeing to CITP Ltd terms and conditions.
22. We reserve the right to alter these T&C's and without notice.

FOR MORE INFORMATION PLEASE CONTACT US: T: 01189 700200 E:

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