**Terms and Conditions of Specialist Access Training Limited trading as Britannia Safety & Training (the Company)**

## 1. Bookings and Payments

- Services must be booked in advance.
- Upon booking, the customer will receive a “Notice of Services” detailing the agreed services.
- “Confirmation of Services” The customer must confirm the services by email, electronically signed Notice of Service, purchase order, or payment.
- Confirmation of Services shall be deemed acceptance of these Terms and Conditions.
- If Confirmation of Services is not received within 5 working days, we reserve the right to cancel the proposed services without further notice.
- Customers are required to pay in full before the services date (payment in advance). If the services are not paid in full prior to the commencement of services, the services may not be provided but the fee will still apply. Approved customers may be offered a credit account with invoices being raised on the services date, payment is due within 30 days of the invoice date unless otherwise agreed in writing.
- The company reserves the right to apply any payments received for future dated services towards the settlement of unpaid invoices for earlier dated services, in chronological order.
- The services shall be subject to VAT at the prevailing rate.

## 2. Certificates

- Certificates of completion will only be issued once full payment for the services has been received.
- Certificates will be sent to the customers’ address. Customers must notify us of any changes to their address. We reserve the right to charge for the issuing of replacement certificates to alternative addresses.
- If a delegate does not successfully meet the required pass rate the customer will be informed as soon as possible and new service dates, fees and requirements can be agreed.
- Please note that some accreditations have transitioned to issuing digital licenses/certificates directly to delegates. As a result, we may not have control over the release, timing, or distribution of these qualifications and are bound to the accreditation’s rules. It is therefore the responsibility of the customer to establish and maintain its own internal procedures regarding the management of employee training within its employment contracts and HR processes.

## 3. Cancellations and Refunds

- No charge will apply if services are cancelled more than 14 days before the services date. If the services have already been paid for a full refund will be arranged.

- Cancellations made within 14 days of the services date will be charged at 100% of the fee.
- Non-attendance or late arrival of delegates on the day will be charged at 100% of the fee.

**4. Transfers and Rescheduling**

- Requests to transfer services booked to another date may incur an administration fee.
- If the transfer request is made 14 days or less before the scheduled services date, a charge of 50% of the fee will apply. A new service date must be agreed 1 working day prior to the original service date.
- Transfers are subject to availability and once a new service date is agreed an updated Notice of Services will be provided.
- If services are transferred from one date to another and then subsequently cancelled 100% of the original services fee will apply.

**5. Changes to Services**

- Should any changes to the services be required please contact the office. Changes will be subject to a new Notice of Services and may be subject to a fee.
- Under no circumstances should the customer amend the Notice of Services.
- We reserve the right to reschedule or cancel services due to unforeseen circumstances. In such cases, customers will be offered an alternative date or a full refund.
- Delegates as specified in the Notice of Services will be strictly adhered to. Additional delegates who turn up without a Confirmation of Services will not be able to participate unless suitable arrangements can be made prior to the commencement of services.
- Force Majeure – the Company shall not be liable for any failure to fulfil its obligations caused by circumstances beyond its reasonable control, provided that reasonable efforts to fulfil its obligations have been made.

**6. Customer Responsibilities**

- The customer takes full responsibility to ensure that delegates arrive on time, have the correct equipment and PPE, wear suitable clothing and are fit to participate in the services in accordance with the Notice of Services.
- Any special requirements (e.g. accessibility or language support) must be communicated at the time of booking the services.

Services will not be provided if these responsibilities are not met. Should this situation arise the customer will be informed immediately and the full fee will apply.

- Discrimination, harassment, abusive language, unacceptable behaviour and being under the influence of drugs or alcohol will not be tolerated and the delegate may be removed from the service being provided.

- **7. Contact**

For questions or to make payments, please contact the office: sales@britanniaits.com or 01953 606100.