



Essex Construction Training — Course Booking Terms and Conditions

Thank you for choosing Essex Construction Training. Please read the following Terms and Conditions carefully before booking a course. By making a booking, you confirm that you accept and agree to these terms.

1. Booking Confirmation

All course bookings are subject to availability.

Bookings are only confirmed once full payment has been received or a deposit/payment plan has been agreed in writing.

You will receive a confirmation email once your booking has been processed.

2. Cancellations and Refunds

By the Customer

- More than **7 days' notice**: you may cancel your booking in writing and receive a full refund, minus a **£25 administration fee**.
- Less than **7 days' notice**: **50% of the course fee** will be charged.
- Less than **48 hours' notice** or **no-show**: **no refund** will be given.

Transfers

- You may request to transfer your booking to another date, subject to availability.
- **One date transfer** is allowed free of charge if requested more than **7 days in advance**.
- Additional changes may incur an administration fee.

By Essex Construction Training

Essex Construction Training reserves the right to cancel or reschedule any course due to insufficient numbers, trainer illness, or unforeseen circumstances.

In such cases, you will be offered either a **full refund** or the option to **reschedule**. Essex Construction Training will not be liable for any other costs incurred, such as travel or accommodation.

3. Attendance and Certification

You must attend the full duration of the course to be eligible for certification.

Late arrivals or early departures may result in **non-certification**, with **no refund issued**.

Replacement certificates, if lost or damaged, may incur an administration fee.

4. Health, Safety and Conduct

You are required to follow all health and safety instructions while on Essex Construction Training premises or any third-party training sites.

Essex Construction Training reserves the right to remove any participant whose behaviour is disruptive, unsafe, or inappropriate. **No refunds** will be given in such cases.

5. Liability

Essex Construction Training is not liable for any loss, damage, or injury incurred during training unless caused by its negligence.

Personal belongings remain the responsibility of the attendee.

6. Data Protection

Your personal data will be handled in accordance with GDPR and used only for booking, certification, and communication related to your course.

Essex Construction Training will not share your details with third parties without your consent, except where required for certification.

7. Acceptance of Terms

By booking a course with Essex Construction Training, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.

Contact

If you have any questions or concerns regarding these Terms and Conditions, please contact Essex Construction Training:

- **Email:** info@ec-training.co.uk
- **Phone:** 07539 282525