



THINK SAFE | WORK SAFE | HOME SAFE

One Stop Safety Training - Booking Terms and Conditions

Course Fee Payment

- All course fees must be paid in full prior to the commencement of training, or within 30 days of the training date, provided that account terms have been agreed with One Stop Safety Training.

Certification and ID Cards

- Certification and ID cards will only be issued once full payment has been received.

Delegate Non-Attendance

- Failure of a delegate to attend the course will be treated as a full cancellation without notice. In such cases, the full course and registration fees remain payable, with no refunds or transfers applicable.

Instructor Visits and Equipment

- If our training instructor attends your premises to conduct a booked course but is unable to do so due to a lack of required equipment or facilities, the full course fees remain payable.

Cancellations (More than 28 Days in Advance)

- Cancellations received in writing more than 28 days prior to the training date will be refunded in full.

Cancellations (Less than 28 Days in Advance)

- Cancellations received in writing less than 28 days prior to the course will be charged in full. Alternatively, a substitute delegate may be nominated. This also applies to any bookings made within 28 days of the training date, as well as courses booked during this period.

Name Changes

- Name changes are permitted free of charge, provided they are confirmed in writing at least 24 hours before the course start date.

Amendments and Transfers (14-30 Days Prior)

- A fee of £50 plus VAT, or 50% of the booking price (whichever is lower), will apply for any amendments or transfers made between 14 and 30 days prior to the training date. This also applies to any bookings made within 14–30 days of the training date, as well as courses booked during this period.

Amendments and Transfers (Within 14 Days)

- No amendments or transfers will be accepted within 14 days of the training date, unless specifically agreed upon in writing. This also applies to any bookings made within 14 days of the training date, as well as courses booked during this period.

Missed Course Content

- We reserve the right to charge 100% of the booking price if a delegate misses any part of the course.

External Provider Terms and Conditions

- Where training is booked with an external provider, the terms and conditions of that provider will apply. By confirming your booking, you acknowledge and accept that we are bound by the policies and procedures of the external provider, which may differ from our own. These terms may include, but are not limited to, cancellation, amendment, and fee policies. Should you require additional details on the external provider's terms, we will be happy to provide them upon request.

Minimum Pass Mark

- Delegates are required to achieve the minimum pass mark specified on the booking cover sheet for the respective course. No refund will be issued in the event a delegate fails to meet the required pass criteria.

Delegates' Fitness and Safety

- It is the responsibility of the employer to ensure that all delegates are physically and mentally fit to operate plant and equipment and participate in the training activities.

Delegate Conduct and Safety

- Delegates must follow all instructions provided by the training instructor during the course. Non-compliance may result in removal from the training without refund.

Age Requirement

- All delegates must be over 18 years of age at the time of course commencement.

Terms and Conditions Update

- All terms and conditions are subject to change without prior notice.

Course Changes and Cancellations

- One Stop Safety Training reserves the right to alter or cancel training dates and/or venues without liability.