



Booking Terms and Conditions

Bookings and Fees

Alpha Safety allows clients and learners to book by **telephone, online or email**.

Where no existing credit terms have been agreed, **all course fees must be paid in full prior to attendance**.

Course bookings are confirmed upon the issue of **joining instructions by email**.

Alpha Safety Training Ltd reserves the right to **refuse admission** until all fees have been settled.

Prices are correct at the time of quotation, but if any changes occur, Alpha Safety will notify the customer no later than **14 days before the course start date**.

All prices are subject to **VAT at the prevailing rate**, unless the customer is VAT exempt under government regulations.

Certificates

Certificates will be issued to the **booking contact** on successful completion of the course, once full payment of the booking invoice has been received.

Alpha Safety aims to release certificates promptly after successful course completion by:

- issuing the **physical certificate**, where applicable
- uploading it for **digital access** via the online member area on Alpha Safety's website

Unpaid invoices will delay certificate release.

All certificates remain the property of Alpha Safety Training Ltd until payment has been received.

Once payment has been made, any outstanding certificates will be issued within **7 working days**. Where certificates are provided by external accreditation bodies, delivery times will depend on their processing timelines.

Cancellation

Delegate **name changes** are permitted at **no charge** where required, except for:

- **e-learning**
- **CITB HS&E testing services**, where registrations are non-transferable once booked

Alpha Safety Training Ltd reserves the right to **cancel or reschedule courses at any time**. In such cases, an alternative date will be offered.

Failure to attend a booked course without prior notice will result in the **full course fee being payable**.

Delegates who fail to complete all required course elements, including attendance requirements, remain liable for **100% of the course fee**.

Cancellation Charges

Notice Before Course Start Fee Payable

0-7 days	100%
8-14 days	50%
15-21 days	25%
22+ days	No fee, or transfer to an agreed alternative date

A **24-hour grace period** applies from the time of booking, during which the course may be transferred, credited or cancelled without charge.

Where a booking is transferred, the **original cancellation terms remain attached to the initial course date**.

Bookings may only be **transferred once**.

Exceptions may be considered at Alpha Safety's discretion. Evidence may be requested in cases involving severe illness, injury or other exceptional circumstances.

Course Contact Hours

Many courses are accredited by external awarding bodies such as **IOSH, CITB and Highfield**, which specify minimum tutor-candidate contact hours.

Delegates arriving late may be refused entry if mandatory training hours cannot be met.

In such cases, the **full course fee remains payable**.

Learner Requirements

To prevent identity fraud, students must provide **valid photographic identification**, such as:

- driving licence
- passport
- employee ID
- other accepted forms of ID

Booking contacts and learners must ensure before attending physical skills courses, such as **First Aid** or **Manual Handling**, that they are medically and physically fit to participate.

Alpha Safety welcomes students with disabilities, but employers remain responsible for ensuring appropriate workplace support considerations.

Booking contacts and learners must also ensure they meet any required **course prerequisites**. Failure to do so may result in the learner being unable to attend the course, at their own cost.

Further guidance can be obtained through Alpha Safety's **Quality Assurance Policy**.

Off-Site Private Courses

Working time regulations require employees to have an **11-hour rest period** between shifts. Alpha Safety asks employers to adhere to this requirement, as fatigue can impair learning and safety.

During booking enquiries, Alpha Safety will assess the suitability of an off-site venue in line with course delivery requirements.

An **external site training form** must be completed and returned before course delivery.

Failure to return the form, or submission of incomplete or inaccurate information, may result in **cancellation at cost**.

CITB ITC HSE Test Bookings

All CITB tests are scheduled on a **first-come, first-served basis**.

Tests must be **paid for at the time of booking** and cannot be confirmed until payment has been received.

Tests and retests must be booked and registered at least **48 hours prior** to the test date and time.

CITB regulations prohibit testing individuals **under 16 years old**.

All candidates must present **valid identification**. Failure to do so will result in the test being **cancelled at cost**.

Personal items are prohibited in the testing room, including:

- mobile phones
- electronic devices
- headphones
- hats
- watches
- wallets
- bags
- books
- outerwear such as jackets

Personal lockers are provided, but Alpha Safety accepts **no liability** for loss, theft or damage.

Cancellations follow Alpha Safety's **standard cancellation policy**.

CSCS Card Applications

Alpha Safety Training Ltd is a registered **CSCS member** and can support delegates with card applications for an additional fee.

Delegates may apply independently, or Alpha Safety can submit the application once all required information has been provided.

Where Alpha Safety supports a CSCS card application:

- the application is only valid once the provided booking form is returned with complete and correct information
- applications remain open for **60 days**
- if required documentation is not provided within 60 days, the application will be cancelled **without refund**
- once submitted, applications are **non-refundable**
- approval is subject to **CSCS eligibility requirements**
- no refund will be given where incorrect information leads to rejection

Card delivery times depend on **CSCS processing** and **postal services**.

Once approved, digital CSCS cards are available via the **CSCS Smart Check** tool.

ECITB CCNSG Courses

ECITB courses are subject to **price caps** set by the ECITB.

As a result, Alpha Safety cannot offer discounted rates for ECITB-governed services such as the **CCNSG Safety Passport**.

Any third-party provider advertising ECITB courses delivered by Alpha Safety must clearly display Alpha Safety's set price separately from any additional fees they choose to charge.

Special Offers and Discounted Rates

Special offers, including **last-minute deals**, apply only to the specified course title and date.

They cannot be used as a price guarantee for other dates or for bookings made before the offer was released.

Special offer rates may be withdrawn at any time.

If a special offer booking is transferred to another date, the course price will revert to the **standard rate**.

Special offer bookings remain subject to the **standard cancellation policy**.

Special offers cannot be combined with any other discounts.

Website Terms

You may not, without prior permission:

- republish material from the website
- sell, rent or sub-license website material
- show website material in public
- reproduce or exploit website material for commercial purposes
- edit or modify website material
- redistribute website material except where expressly permitted

Unless otherwise stated, Alpha Safety or its licensors own the intellectual property rights in the website and its material.

Privacy

Connections to Alpha Safety's website are protected using **SSL technology**.

Personal information collected may be used to:

- provide requested products or services

- communicate information about products or services
- notify users of changes to the website, services or products
- provide information about similar goods or services where appropriate

Data may, where necessary, be transferred outside the European Union for processing or storage.

Alpha Safety will not disclose personal information except in limited circumstances, such as:

- sale of the business
- legal obligation
- fraud prevention
- where otherwise stated in its privacy arrangements

Users have the right to access information held about them, although Alpha Safety states that a **£100 fee** may be charged to cover the cost of providing that information.

Acceptable Use

Users must not use the website in any way that:

- causes damage to the website
- impairs availability or accessibility
- is unlawful, illegal, fraudulent or harmful
- involves malicious software
- involves scraping, data mining, data extraction or harvesting without consent
- sends unsolicited commercial communications
- is related to marketing without written consent

Liability and General Website Terms

Alpha Safety does not warrant the completeness or accuracy of website information, nor guarantee that the website will remain continuously available or up to date.

To the extent permitted by law, Alpha Safety excludes liability for:

- consequential, indirect or special loss or damage
- loss of profit, income, revenue, anticipated savings, contracts, business, goodwill, reputation, data or information

- loss or damage arising from events beyond its reasonable control

Nothing excludes liability for **fraud, death or personal injury caused by negligence**, or any liability that cannot legally be excluded.

Alpha Safety may revise its website terms from time to time, and revised terms will apply from the date of publication.

These terms are governed by **English law**, and disputes relating to website use are subject to the **non-exclusive jurisdiction of the courts of England and Wales**.