



Northern Counties Safety Group - Booking Terms and Conditions

1. Once a completed booking form has been received, NCSG will email confirmation that the booking has been received within 48 hours. Should you not receive this confirmation, please contact the office.
2. We reserve the right to cancel open courses should insufficient numbers be attending. We will make every effort to notify you 7 days in advance should this occur.
3. The Company may have to cancel a course at very short notice due to circumstances beyond our control e.g. Instructor illness, venue cancellation etc. **CITB, Site Safety Plus courses, maybe cancelled on the day in the event that delegates do not attend, and the minimum numbers are not achieved. A full refund will be given in these circumstances.**
4. Should you cancel a course with Northern Counties Safety Group Ltd, the following cancellation fees will apply:

Cancellation fees

- Less than 10 working days prior to the start of the course – Full payment required.
 - 11–20 working days prior to the start of the course – 25% of the course fee.
 - Should an external instructor be used for the training, their cancellation policy (copy available on request) and administration fees will be applicable, and this will be notified on confirmation of booking.
5. The facilitator delivering the training course has the right to dismiss any delegates should they disrupt the course or that he/she suspects that the delegate may be under the influence of drugs or alcohol.
 6. Delegates must be able to read, write and understand English to attend the course.
 7. Northern Counties Safety Group Ltd operate an equal opportunities policy, and will exclude, after warning, any delegate who abuses on race, religion or gender grounds.

8. All certificates or training cards will be issued upon full payment of invoice unless special arrangements have been made with Northern Counties Safety Group Ltd.
9. No refund will be payable should delegates fail to arrive, leave early, fail to complete the course or fail to achieve the criteria presented.
10. We would appreciate it if candidates could arrive 15 minutes prior to the course start time for registration.
11. All course requirements will be confirmed in the joining instructions issued approximately 10 days prior to the course start date.
12. Candidates will be expected to arrive with suitable Personal Protective Equipment (PPE) if listed in the training course information letter.
13. If the Client provides the venue, equipment and materials and these do not meet an acceptable standard, Northern Counties Safety Group Ltd reserve the right to cancel with full payment expected.
14. Any problems, which may arise, will be resolved by discussion and negotiation if possible. If not, then the above Terms will take priority.
15. There will be an administration charge for delegates transferring to another course of 10% of the course cost. If an external instructor is used, their transfer fees will apply.
16. Payment terms are 30 days nett of invoice date. New training clients we will require payment before the training date. We will exercise our statutory right to interest at 8% above the bank base rate under the Late Payment of Commercial Debts (Interest) Act 1998 if we are not paid according to the agreed credit terms.
17. Photographic I.D. is required for all delegates.
18. Written parental consent is required for all delegates under 18 years of age.

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