



Training Plus - Booking Terms and Conditions

General

TrainingPlus Ltd, reserves the right to cancel training in the event that the personnel, site or equipment do not meet the necessary health and safety legislation. In the event of a cancellation of this nature, the customer will be liable for payment of the full course fee.

A Pre Training form is required. This will be emailed following your online booking. Please return completed.

Candidates must be able to understand and write English. Interpreters **MUST** be provided if applicable and cannot be part of the course.

The customer is responsible for ensuring that all trainees are both mentally and physically fit to undergo training. Trainees must be capable of recognising potential hazards and understand the limitations of both personnel and equipment. All trainees must be a minimum of 16 years old at the commencement of training.

All plant and equipment provided by the customer for training must be in good working order and be accompanied by the manufacturer's certificate, and manufacturer's instruction manual. Copies of Certificates of Thorough Exams are required where applicable.

Customers must provide trainees with the relevant PPE for the course and are trained in the safe use.

All locations/facilities arranged by the customer must meet the necessary requirements. i.e. suitable training room with power, no interruptions, suitable practical test area in a safe environment. Outdoor training can only take place, weather permitting.

All trainees will be required to achieve the minimum standards as set out in the course contents. Failure to achieve the standards required on either Theory or Practical Assessment will result in the trainee being unable to complete the course successfully. The instructor's verdict is final; however an appeal can be made in writing within 30 days of the course. In this event, the customer will be charged the full course fees.

TrainingPlus.com has public liability insurance.

Cancellation Fees

In the event of a customer wishing to cancel or amend a training course, the following charges will apply:-

1. No fee will be charged if a minimum of 14 days' notice is given
2. 50% of training cost will be charged if 7-13 days' notice is given
3. 100% of training cost will be charged if less than 7 days' notice is given
4. 100% of all travel and accommodation fees incurred that cannot be recovered will be applied.

Delegate Behaviour

TrainingPlus reserves the right to exclude trainees, without a refund of fees, at any time if they cause significant disruptions or delays/late arrivals, or if their qualifications and current experience impact the ability for TrainingPlus to deliver the course as determined by the course standards.

Declaration

By accepting these terms and conditions, I confirm that all information on this form is correct, and that all candidates are able to comply with the Health & Fitness statement detailed above. I accept all terms and conditions detailed within this booking including cancellation fees.