

# **THE TERMS AND CONDITIONS FOR CROSSROAD HEALTH AND SAFETY SYSTEMS LTD TRAINING SERVICES**

Are as described below. Our Standard Terms and Conditions also apply.

Items in parentheses and marked N.B. are for information only and do not form part of our trading Terms and Conditions for Training.

## **Overall**

Customers are responsible for ensuring that the backgrounds of delegates are suitable for the training course that they are attending. Crossroad Health and Safety Systems will not be liable for any refund in the case where delegates do not meet the course prerequisites.

In no circumstances will Crossroad Health and Safety Systems Ltd be liable to refund any amount in excess of the agreed fee for the training course in question. This applies in particular (but is not limited) to any travelling, subsistence or consequential expenses incurred by delegates.

Suitably qualified delegates may be substituted at any time prior to the start of the course. (N.B. Unless we know the names of delegates five working days in advance, it may not be possible to provide attendance certificates at the end of the training course. Efforts will be made to provide them as soon as possible after the course completes.)

## **Booking**

Bookings will only be accepted if:

- a valid purchase order is received by Crossroad Health and Safety Systems Ltd from a company that has a credit arrangement with us

or

- The full purchase price is received by Crossroad Health and Safety Systems Ltd in advance.

Once a booking has been accepted in writing by us, cancellation terms apply. Cancellation charges apply to courses and individuals.

## **Cancellation & Transfer Charges for Public Scheduled Courses**

- 10-6 working days notice - 50% of the course fee
- 5-0 working days notice - 100% of the course fee

## **Cancellation & Transfer Charges for Closed Company Courses, On-Site Courses or Third Party Bookings**

- 20-11 working days notice - 50% of the course fee
- 10-0 working days notice - 100% of the course fee

## **Public Training**

Course fees cover the cost of training materials and books supplied by us, use of appropriate facilities, lecturer's time, refreshments and any room or equipment rental we undertake. Where

relevant, examination fees and other related expenses will be charged to delegates if agreed in advance.

Public courses are undertaken using portable equipment such as laptop computers and may be in rented accommodation such as a hotel conference room or similar. Customers agree that they understand and accept this and shall advise Crossroad Health and Safety Systems Ltd if this is likely to be inappropriate for the delegate(s) concerned.

Provision of lunch and other subsistence requirements are the responsibility of the delegates, unless otherwise arranged on booking.

Unless a credit agreement is in place between Crossroad Health and Safety Systems Ltd and The Customer, payment for all training is due in advance; delegates will not be permitted to complete the course if payment has not been made. The cancellation terms above shall apply in any case.

## **In-House (Onsite) Training**

Customers are responsible for ensuring that equipment suitable for the conduct of the course is supplied in accordance with the course requirements and that candidates booked onto the course arrive on at the correct time date and location. Failure to arrive for the course is included in the standard cancellation terms.

Prices for in course training are including in the covering e mail or letter, For further information please ring training administration on 01453 845108.

Our in-house training charges cover tuition, a full set of course notes and a reference text (where appropriate) per delegate. Additional rechargeable costs are the tutor's travel, accommodation and subsistence expenses unless otherwise specified in the covering letter.

## **In-House Training Logistics**

The customer is responsible for arranging the logistics of in-house training. In particular, customers are responsible for (but not limited to) the provision of

- A suitably equipped training room
- Student workspace, typically a table/desk top, sufficient to accommodate t an A4 binder and an A4 notepad
- Delegate and tutor refreshments
- Visual aids: a whiteboard or flipchart, a projector suitable for connecting to a laptop computer and a screen to project onto
- Any Mobile plant, Access equipment or other tools and equipment for use during the course

We may be able to provide equipment suitable for the delivery of in-house training for a negotiable additional fee. Please ensure that there is no ambiguity about this, if it is required.

We can provide quotes in other currencies if necessary.

## **Maximum Class Size**

In some cases it is possible to stretch class size to 20, but ideal maximum size is 16 with minimum size being 6 candidates