

TRAINING COURSE TERMS & CONDITIONS

General

This document details the terms and conditions which Building Engineering Services Training Ltd, hereafter referred to as BEST, applies to the booking and delivery of its training courses. All quotations are made and orders accepted subject to these terms & conditions. No variations to or omissions from these terms and conditions will be accepted unless confirmed in writing by BEST.

Course Reservation & Booking

Places on a course can be reserved using BEST's Course Reservation Form. No payment is required at this time. At least 30 days prior to course commencement BEST will despatch an invoice. In order to secure the reserved place, payment must be made immediately. Failure to do this may result in the reserved place being released back into the market place. Payment can be made by cheque or BACS.

Cancellation & Postponement

Public courses:

Timscales	Fees
30 days or more prior to course start date	100% Refund
29 – 14 days prior to course start date	25% Refund
13 days or less prior to course start date	No Refund
Delegates who fail to attend for any reason	No Refund

Accredited Courses - Substitute delegates can only be accepted by prior notification at least 14 days prior to the start of the course. A registration fee may be payable.

Non Accredited Courses – Substitute delegates are welcome at any time prior to the start of the course with no penalty.

In Company courses:

Timscales	Fees
30 days or more prior to course start date	100% Refund
29 – 14 days prior to course start date	40% Refund
13 days or less prior to course start date	No Refund
Delegates who fail to attend for any reason	No Refund

If for any reason beyond their control, BEST cancels a course, they will not be held liable for any costs incurred by the client as a result of such cancellations.

Should all or any part of a course be postponed by BEST, a mutually acceptable date will be agreed for completion. BEST will not be held liable for any costs incurred by the client as a result of such postponements.

TRAINING COURSE TERMS & CONDITIONS

Delegate Requirements

Delegates will receive joining instructions detailing the location at which the training course is to take place it is the delegate's responsibility to arrange their own travel to and from this location.

Residential courses – BEST will not be responsible for the booking of residential accommodation but will supply a list of residential establishments in the area. The candidate or client must satisfy themselves as to the suitability of the accommodation and will be wholly responsible for payment to the chosen establishment. BEST will not accept responsibility for any dispute between the residential establishment and the candidate or client.

If there are any special requirements with regard to equipment or clothing attached to the training course, these will be notified prior to the course.

Delegates must declare, in advance, any special requirements that may impact on their ability to attend or complete the training course. BEST cannot accept any responsibility for a delegate's fitness to attend a course.

The course tutor reserves the right to exclude any delegate whom he/she feels is behaving in a manner which is unacceptable. Fees for these candidates will be non refundable.

Certificates are awarded for acceptable completion of the training course. Certificates will not be awarded purely for attendance unless this has been previously agreed with client in writing. Any attendance certificates will be appropriately worded.

Health & Safety

Where a course is being run on client premises, it is the clients responsibility to ensure that those premises are safe and without risk to BEST's employees, servants or agents. All known risks must be clearly identified and marked by the client and notified to BEST at the time of booking.