

STRONG SAFETY TRAINING LTD

TERMS & CONDITIONS

These Terms and Conditions of business for the supply of training by Strong Safety Training Ltd are deemed to be accepted by the Client upon the booking of services supplied by Strong Safety Training Ltd.

General

Strong Safety Training Ltd reserves the right to sub-contract the provision of training to its associates.

Strong Safety Training Ltd provides a full description of each course but cannot be held responsible if a Client books a course that is inappropriate for their requirements. It is up to the Client to read and understand the course content prior to signing or sending email response to the booking confirmation.

Strong Safety Training Ltd reserves the right to prevent delegates from attending a course, or to expel them from a course if their behaviour is deemed as inappropriate. The instructor's word is final and there will be no refund.

Strong Safety Training Ltd must be informed in writing of any medical condition which may affect them or others (e.g. epilepsy, diabetes). Strong Safety Training Ltd will keep such information in confidence. In addition for courses which involve physical activity, it is the responsibility of each trainee to take appropriate medical advice that they are fit to take part.

All delegates must be able to understand spoken and written English in order to understand a course, as well as the safety instructions on equipment (not just in the training environment but also in the work environment). We cannot accept an interpreter on all courses. If a delegate does not meet this requirement, Strong Safety Training Ltd reserves the right to not train the delegate and charge as appropriate.

All joining instructions will be confirmed following receipt of booking confirmation or email response and payment.

Strong Safety Training Ltd reserves the right to make changes to programmes, training, dates and venues at any time as necessary.

Strong Safety Training Ltd reserves the right to make changes to fees at any time as necessary.

Strong Safety Training Ltd will endeavour to provide a specific trainer for part or all the period of the course but this cannot be guaranteed whether for all or part of the period of the course.

Strong Safety Training Ltd accepts no liability for loss where caused by its own negligence. Such loss shall be limited to the contract value and Strong Safety Training Ltd will not be liable for further or consequential loss caused.

www.strongsaftytraining.co.uk

VAT Registration Number 265 8734 63

Company Registration Number 10667006

Strong Safety Training Ltd reserves the right not to send out any certification until full payment for the course has been made. The cost for In-House replacement ID cards and certificates stands at £30 + VAT.(this is subject to change)

Strong Safety Training Ltd will cater for any special dietary requirements (vegetarian, gluten free etc.) if notified in writing at least one day before the course is due to run, other than that, it is assumed that delegates do not have any special dietary requirements unless Strong Safety Training Ltd are informed. Strong Safety Training Ltd cannot guarantee that the food it provides is suitable for all allergy sufferers and therefore cannot take responsibility for food that may affect allergy sufferers. All food may contain nuts.

All delegate/s must be at the training venue stated on the booking form for the start time of the course. If a delegate is late, it is up to the trainer whether or not the delegate can participate in the course. The delegate will still be charged if too late to join the course. No refund can be given if the delegate/s turn up at the incorrect venue. The venue address is indicated on the booking confirmation form.

Where ever possible we provide the option for accredited certificates, but where that is not possible or not chosen, we will supply in house attendance certificates.

It is up to each delegate to write their name clearly and legibly on their application form. Whilst Strong Safety Training Ltd will strive to check the spelling of illegible applications, we cannot be held responsible if a certificate is spelt wrong where the spelling is unobvious.

Equipment Hire: We can hire equipment on your behalf, in which event you are bound to the Terms and Conditions of the hire company. Strong Safety Training Ltd cannot be held responsible for them, nor any damage or loss.

Payment

Strong Safety Training Ltd reserves the right to make changes to fees at any time as necessary.

All fees quoted are exclusive of VAT. All fees are payable as stated on the invoice. The date will be before the course is due to run. Clients may request credit but this will only be granted after a satisfactory credit check, and all invoices must be paid within 30 days of the invoice date and shall thereafter be subject to the provisions of the Commercial Debts (Late Payment of Invoices) Regulations 1998. No certificates or course reports will be issued until payment has been received in full.

If payment is late, we reserve the right to carry out a credit check on your company and directors (if applicable Payment) and contact those in authority as necessary to reclaim moneys owed.

Booking

Receipt of a signed booking confirmation or email response is confirming your booking with Strong Safety Training and you are liable for the cancellation terms outlined on the booking confirmation.

If it is impossible for the client to return a signed booking form before the course we will take full payment and no refund will be given. By paying us you agree to accept the terms and conditions.

If you make an enquiry or booking with Strong Safety Training Ltd, we reserve the right to use your email for marketing purposes unless requested. We will never sell details.

Open courses/Promotional Offers: Strong Safety Training Ltd would need a minimum number of 4 delegates /or to pay for 4 to start an open course at our training centres, Strong Safety Training Ltd may add delegates to the open courses. We will only except Promotional Offers mentioned at the time of booking, once booking has been signed no further discounts can be applied.

On-site Training

Where Strong Safety Training Ltd arranges for an instructor to deliver services on the Client's premises, it is the Client's responsibility to ensure that they are protected by adequate insurance against employer's liability and third party risks arising during or related to the supply of training requirements of the Client.

Where Strong Safety Training Ltd arranges for an instructor to deliver training on the Client's premises, it is the Client's responsibility to ensure that they have the facilities available as specified on the 'onsite training form' which is issued as part of the booking form. Where a PASMA course is booked, Strong Safety Training Ltd ideally need an indoor area 6 metres high to erect the tower. If this is not available, this part of the training can be carried out outside. However, if the weather conditions mean that the training must be abandoned, then Strong Safety Training Ltd reserves the right to charge the Client as per the booking form for the whole duration of the course. Should the Client wish to continue the training on another day, Strong Safety Training reserves the right to charge for the extra time. The instructor's word is final.

It is the Client's responsibility to ensure that the training facilities, equipment and conditions are appropriate to the training provision as indicated on the appropriate 'onsite booking form'. Strong Safety Training Ltd and/or designated company/supplier representatives reserves the right to abandon/discontinue or rearrange the provision of training where such circumstances prevail that would affect the quality of the training provided. This includes the provision of faulty equipment, bad weather conditions and plant without relevant test certificates. In the event of cancellations/re-organisation, the Client is responsible for the costs incurred.

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The Client will accept full responsibility for all statutory requirements placed upon a Client by the relevant governing bodies and the Acts including the maintenance and safety of vehicles, plant, lifting equipment, protective clothing and all applicable insurances including any loss, injury or damage sustained during the course or training, or arising out of neglect and/or breach of statutory duty by the Client or any other way.

Cancelation policy

Cancellation policy for individual courses will be outlined on the booking confirmation. Please refer to your booking confirmation.

Privacy

Your company information is stored securely, both electronically and through paper filing systems. As a company we can demonstrate that we have procedures in place to ensure your data is not shared with third parties with the exception of delivery information for services and that it is only used for legitimate business purposes.

As a customer / supplier you may have provided us with your company bank details to enable us to credit checks. These are kept within our accounts package and protected through a multi-layer of password security.

Natasha Strong (Director)

03/05/2021

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