

A summary of our terms and conditions relating to all commercial training

1. Payment terms

All customers will receive an invoice for bookings; payment should be made within 7 days of the invoice issue date or 7 days prior to the course start date, whichever is sooner.

2. Course bookings

Bookings may be made by email, letter or phone. Telephone bookings must be confirmed in writing upon request. Please quote purchase order numbers where applicable.

3. Transfers

Should circumstances mean that you need to transfer to another course; there will be no charge however transfers must be made more than 2 weeks prior to the course date

4. Cancellations

Should circumstances mean that you have to cancel your course and are unable to transfer your booking to another date, the following charges will apply;

- More than four weeks prior to the course start date - no charge
- Two to four weeks prior to the course - 50% of the course fee
- Less than two weeks prior to the course - full fee.

NB Cancellation must be made in writing and received by CHCP CIC by the due date.

5. Non-attendance

If you do not attend a course, and you have not previously informed us, the full course fee remains payable.

6. Late arrivals/missed sessions

If you arrive late for a course or are absent from any session, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skill in the time remaining. In all such cases, the full course fee remains payable. To conform with Health and Safety Executive (HSE) requirements for statutory certificates, attendance at all sessions is mandatory.

7. Unforeseen circumstances

On occasion, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.

8. Requalification courses

To be eligible to attend an HSE two-day Requalification course, students must present a valid *First aid at work* certificate.

9. VAT

All course fees are subject to the current VAT (valid exemptions only).

10. Fair processing

All information that we hold concerning you will be held and processed by CHCP CIC strictly in accordance with the provisions of the Data Protection Act 1998.

Such data will be used by the organisation to administer our relationship with you as a customer. We will not, without your consent, supply your name and addresses to any [other] third parties except where (1) such transfer is a necessary part of the activities that we undertake, or (2) we are required to do so by operation of law.

As an individual, you have a right under the Data Protection Act 1998 to obtain information from us, including a description of the data that we hold on you.