

General Terms & Conditions for Training Services

These general terms and conditions of business apply for all training and certification programs delivered by Safety Solutions.

By completing the booking of your course you are accepting these terms and conditions.

Course Entry Requirements

All candidates must ensure they satisfy the entry requirements for the course they are booked on.

Entry requirements for each course are available on Safety Solutions website.

The client and/or candidate should contact Safety Solutions if there are any queries regarding this.

Course Duration

Course durations for classroom events and access periods for eLearning products are clearly stated on the website.

All classroom-based courses are run on working days only, unless otherwise stated.

Cancellation, Transfers and Substitutions with respect to Training Courses

Safety Solutions reserves the right to cancel or arrange an alternative date for a course. In such circumstances, Safety Solutions will endeavour to provide notice of cancellation or change to the Client. In the event of cancellation, the Client will be entitled to a full refund of the course fee, but Safety Solutions shall not be liable for any other loss or expense arising.

The Client may cancel the course booking by notifying Safety Solutions in writing by acknowledged email or by recorded delivery as soon as reasonably practicable. The Client shall also be deemed to have cancelled the course booking if the candidate does not attend the event. The Client shall be liable to pay a cancellation fee as follows:

Public Scheduled Courses:

Number of Days Notice	Proportion of Course Fee Payable
0 – 3 Working Days	100%
4 – 7 Working Days	50%

Customer Specific Courses (for example on Client's site):

Number of Days Notice	Proportion of Course Fee Payable
0 – 7 Working Days	100%

In the event that the candidate is unable to attend the course booked Safety Solutions will endeavour to transfer the candidate to an alternative course. If this is requested 7 or more Working Days from the start date of the original course there will be no additional charge. If a transfer is requested within 7 Working Days, then the cancellation fee stated above shall be payable.

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Safety Solutions will endeavour to accommodate requests by the Client to substitute one candidate for another but is under no obligation to do so. Such requests are subject to the replacement candidate meeting the pre-requisites for the course.

For the avoidance of doubt a full course fee will be payable if any of the following occurs:

No show on the day of the course.

Inability to understand spoken or written English as per course requirements.

Unable to satisfy course entry requirements.

E-Learning (Online) and Video (Online) courses where course materials and access to E-Learning being provided to the Client.

Data Protection and Confidentiality

The Client consents to allow Safety Solutions full access to examination results arising from their bookings. This information will be used in accordance with the requirements of relevant data protection legislation and awarding body. The data will only be used to evaluate the effectiveness of training and to assist Safety Solutions in providing advice to its clients.

All Intellectual Property associated with training courses shall remain vested in the owner be it Safety Solutions, its Training Provider or others.

Where courses are distance learning products, then the Client shall abide by all reasonable terms of any licence agreement applicable.

Intellectual Property which is identified as, or can reasonably be deemed to be, confidential shall not be copied or reproduced or disclosed to any third party without the prior written consent of Safety Solutions. The Client shall ensure that its employees and all those under the Client's control and supervision comply with this obligation.

Where courses are provided to the specification or special requirements of the Client, the Client shall indemnify Safety Solutions against all costs, claims and damages incurred or arising out of any alleged infringements of Intellectual Property.

Appeals and Complaints

The policy of Safety Solutions with respect to appeals and complaints is detailed in these [Appeals](#) and [Complaints](#) Policies which should be read in conjunction with these terms and conditions.

Equality and Diversity

Safety Solutions is committed to eliminating unlawful discrimination and to promoting equality and diversity within our policies practices and procedures. This applies to our dealings with employees, contractors, clients, trainees and any other third parties. To that end our stated aim is to provide equality and fairness regardless of gender, marital status, race or racial group, disability, sexual orientation, religion or age.