



# Booking process

## Document Control

**Document Title:** Complaints Policy

**Document Number:** 2

**Author:** Quality Assurance Team

**Change Authority:** The Board of Directors

### Change History

Version	Date	Reason for change	Change by
0.1	21 <sup>st</sup> May 2019	First draft	
1.0	11 <sup>th</sup> January 2020	Company Review	Quality Assurance Team
1.1	20 <sup>th</sup> January 2021	Company Review	Quality Assurance Team
1.2	09 <sup>th</sup> April 2022	Company Review	Quality Assurance Team
1.3	11 <sup>th</sup> April 2023	Company Review	Quality Assurance Team
1.4	15 <sup>th</sup> January 2024	Company Review	Quality Assurance Team

## Terms and Conditions

### Booking a course

Bookings may be made by email, fax or posting a completed course booking form. Telephone bookings should be confirmed in writing by also completing and return a booking form as above.

EC acceptance of your booking brings into existence a legally binding contract between us on these terms and conditions. Any term sought to be imposed by you in any purchase order or correspondence will not form part of the contract. Fees quoted are correct at time of publication, but EC Health & Safety reserves the right to alter fees at any time.

### Payment Terms

Payment terms are 30 days from invoice, (unless otherwise agreed) but payment must be received before course begins. Materials and log in details (if relevant) will not be issued until payment is received. EC Health & Safety reserves the right to refuse admittance to the course until payment is received.

### Payment by Invoice

You may request an invoice to confirm your booking, to do so please complete the company billing details section found on the booking form. The invoice will be sent to the details you have provided on the booking form. Please quote purchase order numbers where applicable and enclose a copy with the return of your booking form.

Our standard credit terms for invoice customers are 30 days from date of invoice, regardless of the date of your course.

### **Transfers of Dates**

Should circumstances mean that you need to transfer course dates the following charges will apply, dependent on the notice given:

- First transfer, made more than four weeks prior to the course start date – no charge
- Two to four weeks notice given – 25% of the course fee
- Less than two weeks notice given – 50% of the course fee

All transfers must be within a period of six months.

EC Health & Safety reserves the right to cancel or alter the dates or provision of service, the venue and the individual or organisation providing the service. This includes moving classroom courses to our online blended service where we are unable to reasonably provide a classroom environment. In the event of a course cancellation, bookings will normally be deferred to the next available course at the same venue unless the client specifically requests otherwise.

If a booking is cancelled or deferred by the client, EC Health & Safety reserves the right to apply the below charges. These charges also apply to in-house training courses or consultancy services cancelled or deferred by the client.

### **Cancellations**

Should circumstances mean that you have to cancel your course and are unable to transfer to another date at the time of cancellation, the following charges will apply:

Cancellation must be made in writing by post, fax or email and received by the due date.

<b>Notice given</b>	<b>% of fee chargeable</b>
<b>More than 28 days</b>	<b>0%</b>
<b>15 – 28 days</b>	<b>50%</b>
<b>1 – 14 days</b>	<b>100%</b>
<b>Cancellation on day / Non-attendance without notice</b>	<b>100%</b>

### **Obligations of the Customer**

You should ensure that every effort is made to guarantee that courses can take place at the agreed location, date and time and that the facilities are acceptable for training to commence. You should ensure that all delegates meet the prerequisites required for the arranged training. In the event that our instructor is unable to carry out the training, in the instructor's opinion, due to a failings of the above obligations the full course fee will remain payable and no refund will be provided.

### **On-Site Training**

For any courses that are to be provided on the client's premises, it is the responsibility of the client to provide the following:

- A suitable training room, large enough for all attendees
- Lunch and refreshments (if applicable)
- Toilet and washing facilities

### **Unforeseen Circumstances**

On very rare occasions, 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.

### **Copyright and Intellectual Property Rights**

Copyright and all intellectual property rights for all Course Materials shall remain the property of EC The Customer agrees not to reproduce, sell, hire, photograph or copy Course Materials (in whole or in part) and not to use such materials except for the purposes of post course reference or as specifically agreed with EC.

### **Course fees and Terms & Conditions**

EC reserves the right to change course fees, terms and conditions at any time.

### **Consultancy Services**

Any risk assessments conducted (if applicable) are general risk assessments required by the Management of Health & Safety at Work Regulations 1999. This does not include more specific risk assessments as required by other regulations, unless specified.

Telephone/email support (if applicable) covers any work that does not involve the physical travel to the client's site. If extra work on client's site is required, this will be charged at an agreed amount.

In the case of the telephone/email support contracts, the contract start date will be the date the client signs to accept the proposal.

Annual telephone/email support contracts will automatically renew on their anniversary. If the client does not wish to renew the contract, they must notify EC Health & Safety in writing at least 30 days prior to the end of the contract.

### **Classroom Courses**

Whilst we will try to maintain ideal numbers of delegates to tutors, this is not always possible. The final decision on number of delegates per course is made by EC Health and Safety.

We reserve the right to cancel or reschedule any of our courses. for example, due to under-subscription Where it is necessary to cancel or reschedule any courses, you will be informed at the first available opportunity and delegates will be rescheduled as a priority to the next available course(s). We do not accept any responsibility for certificates expiring because of a cancelled course. No responsibility is accepted for incidental or consequential loss resulting from such a cancellation.

EC Health & Safety reserves the right to deliver a course by using one or multiple trainers. Whilst the same trainer will always be used where possible, this is not always practical.

Course materials are kept under continuous review via rigorous quality procedures. EC Health and Safety cannot be held responsible for any omissions or errors in the course materials.

EC Health & Safety cannot be held responsible for unforeseen circumstances (including acts of God) that affect the running/delivery of a course. We will endeavour to work with our clients to resolve any such matter to the best of our ability.

**Delegate cancellations:** If you are booking as an individual, you have 14 calendar days in which to cancel your booking from the date it was made. If your course is due to start within this 14-calendar day period: you will lose your right to cancel and not be entitled to any refund of the fees you paid. If we have supplied only part of the course, you are still able to cancel the remaining part(s) of the course(s) but will be liable for the supply of all service(s) we have provided to you up until the time we receive notice of your intention to cancel. This will be calculated as an amount proportional to the services that have been supplied, considering the total cost of the course.