



Alpha Safety Training

Terms and Conditions

Alpha Safety Training gives its clients the option to book by Phone or Email. However our clients decide to book they must abide by the following terms and conditions.

Fees:

All fees are payable either in advance of the course, on the day of the course or as specifically arranged with the Training Manager at Alpha Safety Training. We reserve the right to refuse admission to the course until 100% of the course fees are paid. Any fees agreed are correct at the time of quotation, however, should the fees alter then we will inform you no later than 2 weeks before the start of the course. All prices are subject to VAT at the current rate (please note that certain government businesses are VAT exempt).

Certificates:

We will issue certificates upon receiving 100% of the course fee. Unpaid certificates will remain the property of Alpha Safety Training until payment is made. Once payment is made, all outstanding certificates will be sent to the clients within 7 working days. Please note that should the certificates be issued by an external body, then the delivery of them may take longer than mentioned above e.g. NEBOSH General Certificate certificates can take up to 16 weeks to be issued.

Overdue payments:

Any late payments may incur an interest charge or, in the case of continued payment delay, legal action.

Cancellation Fees:

Should you cancel your placement on a course, you may be subject to the following payments:

Cancellation 0-14 days before course: Full course payment

Cancellation 15-28 days before the course: 50% of course fees

Cancellation 29 days + before the course: 0% of course fees

We reserve the right to cancel courses at any time. However we will offer you an alternative placement at a later date.

Course Contact Hours:

As many of our courses are accredited by such awarding bodies as IOSH, NEBOSH, HSE and Highfield, we are required to ensure that the candidates for these courses have a specific level of tutor contact hours. Therefore, should any of our clients arrive late for a course then we reserve the right to refuse to accept them for training if we feel that you will not gain sufficient knowledge or skill in the remaining time. If such a situation arises then the full course fee will still be eligible for payment.

Providing Courses at your Workplace:

Working time regulations prevent an employee working nights and then attending a day course straight after the night shift. Legislation states that worker have the right to 11 hours break between shifts. We would appreciate it if you, as the employer, would stick to this legislation, as to do otherwise would be contrary to the learning process of the student.

Student Requirements:

To prevent identity fraud, students are asked to provide photographic identification in the form of a valid driving licence, valid passport, valid warrant card, employee ID card or a student travel card. Without ID the student will only be able to sit in on the course, but not be eligible to take any exams.

It is the employer's responsibility to ensure that all students who are attending a physical skills course I.E. First Aid or Manual Handling, are free from any conditions which would affect their capability and aptitude to cope with the course of study. As per our policies, we welcome students with disabilities, but it remains the employer's responsibility to ensure they are properly supported in their workplace. Information pertaining to this issue on each course can be obtained from the Training Manager at Alpha Safety Training.

I confirm that I have read, and agreed to, the Terms and Conditions as presented above.

Name: _____

Signature: _____

Date: _____