

AM2, AM2S & AM2E Terms and Conditions

1 General

1.1 These terms and conditions apply to all training/services provided by Rebus Training Ltd, to the customer in accordance to any order confirmation supplied by the customer. Any additions or modifications to these terms and conditions shall only apply when agreed in writing by both parties.

2 Liability

2.1 Rebus Training Ltd shall not be liable should we not be able to provide any training/services agreed because of an event beyond our control. Events include and are not limited to, events such as flooding, fire, strikes, riot, war or the actions of any government, awarding body, public body, 3rd party provider cancellations or insolvency of the centre. Should we be prevented from providing any training/services, where possible we will aim to reschedule as soon as it is reasonable to do so.

2.2 Rebus Training Ltd are not liable for any loss of profit or earning, should such an event occur.

3 Special Requirements

3.1 Rebus Training Ltd will endeavour to accommodate any special requirements or access arrangements. Notification of such requirements is required at the point of booking.

4 Delegate Requirements

4.1 All delegates should arrive on time for their Assessment.

4.2 Alcohol or any other illegal substances should not be consumed prior to or during the Assessment.

4.3 All delegates are expected to act responsibly throughout the Assessment.

4.4 All delegates are required to adhere to the site rules and regulations.

4.5 Rebus Training operates a zero-tolerance policy towards sexual harassment, threatening, abusive, or aggressive behaviour, as well as any form of intimidation or inappropriate conduct.

4.6 Trainers are instructed to refuse to train and/or remove any delegate from the course should they fail to comply with any of the above points (4.1 to 4.5).

5 Transfer to another Assessment date.

5.1 Rebus Training Ltd will provide a transfer to another Assessment date, when notification is received at least 14 days prior to the original start date.

5.2 A transfer fee of £200 + VAT will apply after the notification time stated in 5.1

5.2 A transfer charge may also apply where costs such as registration and or assessment have already been incurred.

6 Payment Terms

6.1 Non account customers – a deposit is required for all Assessment bookings. The remaining course balance is due 14 days prior to the course start date.

6.2 Failure to provide the remaining course payment, may result in loss of deposit and or your assessment booking.

6.3 Account customers - full payment is required 30 days from the date of invoice.

7 Cancellation

7.1 Cancellation fees will apply depending on the notice period:

- i. Cancellation requests received at least 15 days prior to the Assessment start date - full refund minus the paid deposit.
- ii. Cancellation received between 4 & 14 days prior to the Assessment start date - charge equivalent to 50% of the total value
- iii. Cancellation received within 3 days of the Assessment start date - charge equivalent to 100% of the total value