

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 Course Suitability

3.1 All customers are responsible for ensuring the course booked is suitable to their requirements, and that they have fully read and understand the course entry requirements and outline/contents.

3.2 Should a delegate not meet the requirements of the course, Rebus Training Ltd reserves the right to ask a delegate to leave the course. A cancellation charge may apply.

4 Special Requirements

4.1 Rebus Training Ltd will endeavour to accommodate any special requirements or access arrangements. Notification of such requirements or additional support is required a minimum of 2 weeks in advance of the scheduled course.

5 Delegate Requirements

5.1 All delegates should arrive on time for the course.

5.2 Alcohol or any other illegal substances must not be consumed prior to or during the course.

5.3 All delegates are expected to act responsibly throughout the course.

5.4 All delegates are required to adhere to the site rules and regulations at any course location.

5.5 Trainers are instructed to refuse to train any delegate should they not comply with points 5.1 to 5.4

6 Customer site based training

6.1 Where training is being held at a customer's site, it is the customer's responsibility to ensure a safe and suitable environment for the training is provided.

6.2 Where necessary the customer must ensure Rebus Training Ltd have been provided with Trainer induction, Trainer security clearance and Trainer ID.

6.3 The customer is responsible for ensuring that any training equipment they provide is safe, effective, in good working order and is suitable for the course.

7 Joining Instructions

7.1 On booking a course, Rebus Training Ltd will provide joining instructions. These instructions will confirm the course booked, the date(s) of training, along with the start and end time for each session.

7.2 A map to the training venue will be provided to all delegates. Where training is taking place at a customer's site, it is the responsibility of the customer to ensure all delegates are aware of the training location.

8 Transfer to another course

8.1 Rebus Training Ltd will provide a transfer to another course of the same value, free of charge, providing notification is received at least 14 days prior to the original course start date.

8.2 A transfer fee of £100 + VAT will apply after the notification time stated in 8.1

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

9 Cancellation

9.1 Cancellation fees will apply depending on the notice period:

- i. Cancellation requests received at least 15 days prior to course start date - full refund minus a £100 cancellation fee unless otherwise quoted in a payment contract plan.
- ii. Cancellation received between 4 & 14 days prior to course start date - charge equivalent to 50% of total course value
- iii. Cancellation received within 3 days of course start date - charge equivalent to 100% of total course value

10 Payment Terms

10.1 Non account customers – a non-refundable deposit or full course payment is required to book all courses. All course fees must be settled in full 14 days prior to the course start date.

10.2 Failure to provide the remaining course payment will result in the loss of your deposit and your course booking.

10.3 Account customers - a purchase order is required and payment terms are 30 days from invoice.

11 Certification

11.1 Certificates are awarded to delegates who successfully pass their training course including any required assessments.

11.2 All certificates are sent via Royal Mail 2nd class to the customer who booked the training. No liability is accepted for loss of certificates. Chargeable copies can be requested.

11.3 Certificates are normally despatched within 7 days of receipt, subject to full payment having been received.