

SECTION 1 – BOOKINGS

All contracts formed between Action Training & Consultancy Services Ltd and the client will be subject to our standard terms and conditions set out herein.

All Course bookings are to be confirmed by Email, PO or Pro Forma invoice and therefore form the contract.

You will be contacted in writing via email to confirm your order.

SECTION 2 – PAYMENTS

Non-credit account customers

If you place a booking, payment will be required in full at the time of booking if paying by card via the payment gateway or within 7 days of booking if an invoice is generated.

Credit account customers

Payment is due in full 14 days from the date of invoice or before the course starts date whichever is the soonest.

All late payments over 7 days will be subject to “Late Payment of Commercial Debts Act 1998” (amended 2002), 8% + Bank of England base rate.

NON – PAYMENT

Failure to make any payment or contact with leave Action Training & Consultancy Services with no alternative other than to commence legal action for the recovery of the debt. Any court cost or fees will be added to the outstanding amount you owe. Alternatively, the debt may be passed to an agency, which may involve a doorstep debt collector attending your property.

SECTION 3 -TRANSFERS

Should circumstances dictate that you need to change course dates the following will apply:

- No Fee over 4 weeks prior to the course.
- 50% of the fees 4 and 2 weeks prior to the course.
- 100% of the fees 2 weeks to the course start date.

(To rebook you will need to pay the original course fee in line with the original course invoice terms and conditions and then pay the transfer fees upon booking new dates.

All transfer requests must be made in writing to and will become effective when received by Action Training & Consultancy Services Ltd.

Transfers are only permitted when transferring the original course to a later date within a three-month period – i.e. if the client wishes to transfer a health & safety course to the same health & safety course at a later date this is permitted.

SECTION 4 – CANCELLATIONS

All cancellations must be in writing to and will become effective upon Action Training & Consultancy Services Ltd receiving them.

- No Fee over 4 weeks prior to the course.
- 50% of the fees 4 and 2 weeks prior to the course.
- 100% of the fees 2 weeks to the course start date.

SECTION 4A - COVID 19 (SEPTEMBER 2020)

All course cancellations due to changes in government guidelines relating to Covid 19 will follow the following terms and conditions.

OPEN COURSE PLACEMENTS - Placements on courses can be changed once, at no extra cost to an alternative date or substitute person. The original course booking must be paid in full on the original invoice due date and this will be credited across. Any further changes will incur an additional cost. All requests must be made in writing to training@actiontraining.co.uk.

ON SITE TRAINING COURSE - Courses can be transferred across to an alternative date should the alternative option of digital delivery not be suitable, once, at no extra charge. The original course booking must be paid in full on the original invoice due date. Any further changes will incur an additional cost.

All requests must be made in writing to training@actiontraining.co.uk.

We understand these are exceptional circumstances and we are more than happy to discuss anything further relating to this situation and your course bookings should you wish to. Please do not hesitate to contact us.

SECTION 5 – NON – ATTENDANCES

The full fee is payable.

SECTION 6 – UNFORSEEN CIRCUMSTANCES

Action Training & Consultancy Services Ltd reserves the right to alter the content, lectures, timing and venue of the course for reasons beyond the control of Action Training & Consultancy Services Ltd.

All courses run subject to demand and must reach the required minimum numbers for the course to be commercially viable.

Certificates will be issued upon receipt of payment and successful completion of the relevant course.

Where Action Training & Consultancy Services cancel a course, we will offer a full refund or free transfer to the same course as was originally booked.

Tel: 07595 893 438
Email: andrew@actiontraining.co.uk
Web: www.actiontraining.co.uk

The client acknowledges that if a course is cancelled Action Training & Consultancy Services will not be responsible for the consequential loss or damages, and also the client acknowledges that they will not take any legal action against Action Training & Consultancy Services for any loss, damage, costs or expenses arising in connection with the cancellation of the contract.

SECTION 7 – GUIDELINES FOR STUDENTS AND EMPLOYERS

It is the employer's and student's responsibility to ensure that students are free from any condition which would affect their capability to undertake their chosen course, and that they have the aptitude to cope with a course of study. We welcome students with disabilities, but it remains their employer's and the student's responsibility to ensure that they are appropriately supported in their workplace. Action Training & Consultancy Services should be notified in advance of any assistance that a student is likely to require for the duration of the course.

SECTION 8 – COURSE ENTRY REQUIREMENTS

All students and employers must be aware of any course entry requirements before the booking is made.

If a student arrives late or doesn't attend any session which would result in the student not gaining sufficient knowledge or skill Action Training & Consultancy Services has the right to refuse the student access to the course and in all cases the full fee remains payable. In line with the accrediting/awarding body requirements, attendance at all sessions is mandatory

SECTION 9 – VAT

All course fees are subject to the current vat rate (valid exemptions only).

REVIEWED SEPTEMBER 2020

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Email: andrew@actiontraining.co.uk
Web: www.actiontraining.co.uk



Training & Consultancy Services Ltd

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