

A Summary of our

# TERMS & CONDITIONS

relating to all commercial training

## 1. Payment terms

Our standard payment terms is that payment is taken at booking unless otherwise stated. If paying by invoice, the payment needs to be made 14 days prior to the course start date, payments not received by this date could result in the delegates place being cancelled.

## 2. Credit terms

No credit terms are offered for Polyco commercial training courses.

## 3. Course bookings

Bookings may be made via the online booking system or via your local area representative.

## 4. Transfers

Should circumstances mean that you need to transfer to an alternative date, the following charges will apply, dependent on 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 taken within a period of six months from the original date.

## 5. Cancellations

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

- More than four weeks prior to the course start date - no charge
- Two to four weeks prior to the course - 50% of the course fee
- Less than two weeks prior to the course - full fee.

NB Cancellation must be made in writing and received by Polyco by the due date.

## 6. Non-attendance

If you do not attend a course, and you have not previously informed us, the full course fee remains payable.

## 7. Late arrivals/missed sessions

If you arrive late for a course or are absent from any session, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skill in the time remaining. In all such cases, the full course fee remains payable. To conform with IOSH requirements for assessment and certification, attendance at all sessions is mandatory.

## 8. Unforeseen circumstances

On occasion, 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.

## 9. VAT

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

## 10. The Consumer Contracts Regulations 2014 (Distance Selling)

We abide by the applicable elements of the Consumer Contracts Regulations 2014.

## 11. Guidelines for delegates and employers

It is the employer's responsibility to ensure that delegates are free from any condition which would affect their capability to undertake the course, and that they have the aptitude to cope with the level of course content. We welcome delegates with disabilities and would appreciate in advance, for setup purposes, notification of any assistance that a delegate is likely to need during the running of the course. If the delegate doesn't meet the learning outcomes of the course and or does not reach a pass score on the final assessment, they will be offered a free re-assessment test. Any further training or coaching over and above that provided on the course may be charged for.

## 12. Fair processing

All information that we hold concerning you will be held and processed by Polyco strictly in accordance with the provisions of the Data Protection Act 1998. Such data will be used by the organisation to administer our relationship with you as a customer on the Assessing Hand Protection course. We will not, without your consent, supply your name and addresses to any [other] third parties except where (1) such transfer is a necessary part of the activities that we undertake, or (2) we are required to do so by operation of law.

As an individual, you have a right under the Data Protection Act 1998 to obtain information from us, including a description of the data that we hold on you. Should you have any queries concerning this right, please contact our Data Protection Officer at Polyco, Crown Road, Enfield, EN1 1TX.



Please note that if your company has a national account contract, alternative terms and conditions may apply.