

1. BOOKING

- A. The customer's purchase order, written or verbal acceptance of a quotation, constitutes an acceptance by the customer to purchase the services offered which are in the quotation or provisional booking.
- B. Within 24 hours, or sooner if the case is, you shall provide us with any special requirements you and/or your candidates may require particularly with regard to diet, mobility, language or literacy.
- C. **Account Customers** - For customers with a pre-arranged credit account with LTC Training Services Ltd, all invoices are to be paid within 30 days of date of invoice. Invoices will be raised at time of booking. A purchase order (1.A) must be issued at the time of booking to secure a space, until the customer has issued this, the booking will remain provisional (2.A)
- D. **Non-Account Customers** - All non-account holding customers will be required to make payment at the time of booking to secure a space on a course. Until payment has been made, and funds have been cleared, the booking will remain provisional (2.A). You may be requested to pay a deposit for a particular course, that deposit is non-refundable but may be transferred at the complete discretion of LTC Training Services Ltd.

2. DEFINITION OF BOOKING STATUS

- A. **Provisional** – LTC Training Services Ltd has the right to cancel, amend or sell the customer's booking when the status is Provisional.
- B. **Confirmed** – Payment has been made i.e. funds cleared or, for customers that have a pre-arranged credit account with LTC Training Services Ltd a purchase order has been issued. (see item 1.A)

3. CANCELLATION CHARGES

- A. Confirmation in writing must be made when cancelling a course.
- B. 14 calendar days or less of the course commencement will result in the full course fee being charged.
- C. 15 – 28 days of the course commencement date will result in half the course fee being charged.
- D. 29+ days of the course commencement date will result in a charge of £25.00 + VAT per delegate
- E. Cancellations will only be applicable to the original booking. No refunds will be considered should the candidate(s) have been transferred previously.

4. TRANSFER OF BOOKINGS

It will be at the discretion of LTC Training Services Ltd whether you are permitted to transfer a candidate and we reserve the right to refuse and apply the cancellation charges. Course transfers which are agreed will be subject to the following fees:

- A. 29+ days: £25 + VAT per person
- B. 8 – 28 days: £50 + VAT per person
- C. 7 days or less: not permitted

Cancellations will only be applicable to the original booking. No refunds will be issued should the candidate(s) have been transferred previously.

5. COURSE TIMINGS

All courses, unless agreed otherwise, will commence at 8.15am. Candidates arriving after this time may be refused entry onto the course and we reserve the right to charge the full course fee.

6. NON-ATTENDANCE

No refunds will be issued should the candidate/candidates not attend on the day of the training

7. CHANGE TO OR CANCELLATION OF COURSES OR SERVICES

Course content, prices and dates will be, to the best of our knowledge, correct at the time of issuing the information. From time to time it may be necessary to change the content, timing or price of a course. In the event of a course or service being cancelled/changed clients will be offered an alternative date or a full refund.

8. COURSE CONTENT

It will be your responsibility to ensure the course content is suitable/meets your requirements prior to booking. LTC Training Services cannot be held responsible should the course not meet your requirements.

9. PRE-REQUISITES FOR TRAINING

It is your responsibility to ensure that you/your employee(s) meet any pre-requisites for the course they wish to attend and understand what level of physical or academic ability is required. If the candidate is not suitable or unable to continue/complete the course, for whatever reason, you will still be responsible for the full course fee. A basic understanding of written and spoken English is expected of all candidates.

10. HOW TO PAY

A. By Debit/ Credit Card

LTC accept payment by Mastercard, Maestro, Visa, Visa Electron, Solo and JCB. There may be an administration charge for payment by credit cards. In providing us with your credit/debit card details you will be entering into a continuous payment authorisation agreement for any outstanding balance and/or future charges you incur.

B. By BACS

Should you wish to pay by BACS our bank account details are as follows:

Bank: HSBC
Sort Code: 40-23-64
Account Number: 90024546

C. By Cheque

Please make cheques payable to LTC Training Services Ltd and post to Wixenford Depot, Colesdown Hill, Plymouth, PL9 8AA

11. LATE PAYMENTS

LTC Training Services Ltd reserve the right to charge interest on all overdue balances at 2.5% compound interest per month until full payment is received in addition to a £50.00 + Vat administration fee.

12. CERTIFICATES

Please note certificates will not be forwarded to the customer until cleared funds have been received in full. This is for both account (30 days) customers or non-account customers. Certificates will be forwarded to the invoice originator unless otherwise agreed. All certificates/cards will be posted to the customer via standard Royal Mail Delivery. LTC Training Services Ltd will not accept responsibility for any loss/damage of certificates during transit. Should the customer require an alternative postage option e.g. special/recorded delivery they must inform LTC Training Services Ltd in advance and the customer will be responsible for paying any additional costs incurred.

13. VALIDITY OF QUOTATIONS

Unless agreed otherwise any quotation remains open for acceptance for a period of 30 days from the date of quotation.

14. HOW TO CONTACT US

You can contact us by:

Phone: 01752 485303 – our Office Hours are 8:00am – 5:00pm Monday to Friday.

Email: info@ltctrainingservices.co.uk

Post: LTC Training Services Ltd
Wixenford Depot
Colesdown Hill
Plymouth
Devon
PL9 8AA

LTC TRAINING SERVICES Ltd
SCAFFOLDING COURSES TERMS & CONDITIONS
(Revision H – 13th October 2020)

15. BOOKING

- A. The customers purchase order, written or the customers verbal acceptance of a quotation, constitutes an acceptance by the customer to purchase the services offered which are in the quotation or provisional booking.
- B. Within 24 hours, or sooner if the case is, you shall provide us with any special requirements you and/or your candidates may require particularly with regard to diet, mobility, language or literacy.
- C. For all customers to secure a space on a CISRS Part 1, Part 2 and Advanced Courses the customer is required to make a £300.00 non-refundable deposit at the time of booking.

16. DEFINITION OF BOOKING STATUS

- A. **Provisional** – LTC Training Services Ltd has the right to cancel, amend or sell the customers booking when the status is Provisional.
- B. **Confirmed** – Payment has been made i.e. funds cleared or for customers that have a pre-arranged credit account with LTC Training Services Ltd a purchase order has been issued. (see item 1.A)

17. PAYMENT

- A. **CISRS Part 1, Part 2 and Advanced Courses** - The client is required to make a £300.00 non-refundable deposit to secure a space. The customer has 7 calendar days to make payment i.e. funds cleared, the booking will remain provisional until payment is received. This applies to both customers with or without a pre-arranged credit account. Outstanding balances are due no later than 4 weeks prior to the course commencement date.
- B. **All other scaffolding courses** - If payment is being made through an active pre-arranged credit account with LTC Training Services Ltd, payment will be required 30 days from date of invoice. Invoices will be raised at the time of booking. For all other customers payment will be required at the time of booking to secure a space.
- C. No payment shall be deemed to have been received until we have received cleared funds.
- D. Any queries relating to invoices should be raised within 7 days by contacting our accounts department.

18. HOW TO PAY

By Debit/ Credit Card

LTC accept payment by MasterCard, Maestro, Visa, Visa Electron, Solo and JCB. There may be an administration charge for payment by credit cards. In providing us with your credit/debit card details you will be entering into a continuous payment authorisation agreement for any outstanding balance and/or future charges you incur.

By BACS

Should you wish to pay by BACS our bank account details are as follows:

Bank: HSBC
Sort Code: 40-23-64
Account Number: 90024546

By Cheque

Please make cheques payable to LTC Training Services Ltd and post to Wixenford Depot, Colesdown Hill, Plymouth, PL9 8AA

19. CANCELLATION CHARGES

- A. Confirmation in writing must be made when cancelling a course.
- B. 28 calendar days or less will result in full courses fee being charged including any £300.00 non-refundable deposit
- C. 29 calendar days or more will result in the £300.00 non-refundable deposit will be kept

20. TRANSFER OF BOOKINGS

- A. 28 calendar days or less = Full courses fee being charged including any £300.00 non-refundable deposit
- B. 29 – 365 calendar days = £50.00 + Vat Transfer fee
- C. Transfers will only be applicable on the original booking. No refunds will be issued should the candidate(s) have been transferred previously.

21. COURSE TIMINGS

All courses unless agreed otherwise will commence at 8:00am. Candidates arriving after this time may be refused entry onto the course and we reserve the right to charge the full course fee.

22. NON-ATTENDANCE

No refunds will be issued should not attend on the day of the training

23. CHANGE TO OR CANCELLATION OF COURSES OR SERVICES

Course content, prices and dates will be, to the best of our knowledge, correct at the time of issuing the information. From time to time it may be necessary to change the content, timing or price of a course. In the event of a course or service being cancelled/changed clients will be offered an alternative date or a full refund.

24. COURSE CONTENT

It will be the customers responsibility to ensure the course content is suitable/meets your requirements prior to booking. LTC Training Services Ltd cannot be held responsible should the course not meet your requirements.

25. PRE-REQUISITES FOR TRAINING

It is the customers responsibility to ensure that you/or your candidate meet any pre-requisites for the course they wish to attend and understand what level of physical or academic ability is required. If the candidate is not suitable or unable to continue/complete the course for whatever reason, the customer will still be responsible for the full course fee. A basic understanding of written and spoken English is expected of all candidates.

26. LATE PAYMENTS

LTC Training Services Ltd reserve the right to charge interest on all overdue balances at 2.5% compound interest per month until full payment is received in addition to a £50.00 +Vat administration fee.

27. CERTIFICATES

Please note certificates will not be forwarded to the customer until cleared funds have been received in full. Certificates will be forwarded to the invoice originator unless otherwise agreed. All certificates/cards will be posted to the customer via standard Royal Mail Delivery. LTC Training Services Ltd will not accept responsibility for any loss/damage of certificates during transit. Should the customer require an alternative postage option e.g. special/recorded delivery they must inform LTC Training Services Ltd in advance and the customer will be responsible for paying any additional costs incurred.

28. VALIDITY OF QUOTATIONS

Unless agreed otherwise any quotation remains open for acceptance for a period of 30 days from the date of quotation.

29. HOW TO CONTACT US

You can contact us by:

Phone: 01752 485303 – our Office Hours are 8:00am – 5:00pm Monday to Friday.

Email: info@ltctrainingservices.co.uk

Post: LTC Training Services Ltd
Wixenford Depot
Colesdown Hill
Plymouth
Devon
PL9 8AA