



STANDARD TERMS AND CONDITIONS OF COURSE BOOKINGS

Courses – It is the responsibility of the delegate to ensure they have booked on the correct course and that they meet the required pre-requisites for that course (available on a separate sheet). Should the wrong course have been booked then there will be no refund provided other than the standard terms of cancellation given below. The onus to prove that the pre-requisites can be met is that of the delegate and if proof is not received prior to the course this may result in the delegate being refused entry on to the course and forfeiting their course fee.

Booking - Full payment must be made with the booking and be attached to the relevant booking form or phone for card payment. No booking will be completed until both payment and a booking form (with proof of pre-requisite) is received.

Terms of cancellation – If a cancellation is made prior to 14 days before a course a full refund will be provided with an administration fee of £25.00 deducted, if the booking is moved to another date 14 days or more prior to the course then there will be no booking charge. If a cancellation is made between 14 and 7 days before a course a 50% refund will be provided unless we are able to fill your place when a full refund will be provided with an administration fee of £25.00 deducted. If a cancellation is made after 7 days before a course no refund will be provided unless we are able to fill your place when a full refund will be provided with an administration fee of £25.00 deducted.

Personal Protection – Candidates should be suitably dressed for both classroom and practical sessions, safety boots, safety gloves and eye protection may be required and are not provided by Sure Fire Training Services.

Assessment re-sits – The H003 assessment is in two parts both theory and practical. If the theory assessment is failed and a re-sit is required then a charge of £50 will be levied per failed paper. If the practical assessment is failed and a re-sit is required then a charge of £120 will be levied.

Payment terms and methods – **All courses to be paid for in full at the time of booking.**

Payment can be sent by cheque but the booking will not be guaranteed until clearance of the funds, this cannot be done for course bookings within 14 days of the start of the course, cheques to be made payable to Sure Fire Technical Services. Payment can be made over the phone by credit or debit card at no extra cost. Please note American Express is not accepted.

BACS payment can be made, for account details etc. contact the office on 0845 2600 166 or email info@surefire.org.uk.

VAT: - Sure Fire Training Services are a part of H Docherty Ltd who are a VAT registered company and VAT will be payable on all parts of fee, all prices are excluding VAT unless specifically stated on documentation.