



# Terms and Conditions

## Checking Availability

Availability of courses, programmes or seminars can be checked by contacting Survive and Save Training on (020) 8429 3905 or by e-mail [enquiry@surviveandsave-training.org](mailto:enquiry@surviveandsave-training.org).

## Applications/Bookings for Training Programmes, Courses and Seminars

Applications/bookings for all training programmes, courses and seminars (hereinafter referred to as programmes) can be made by online from [www.surviveandsave-training.org](http://www.surviveandsave-training.org). The information contained on the application form will be used to process your registration and certification with the relevant Awarding Organisation and for purposes of communication. It is your responsibility to ensure that the information on this form is completed accurately. Survive and Save Training does not take responsibility for any errors that may arise from incorrect completion of the application/booking form.

Note that bookings for all programmes close approximately 2 weeks prior to the start date. Should you wish to book a place on a programme at short notice it may be possible to accommodate your booking.

## Late Applications/Bookings

A late payment charge will apply to all programmes booked less than 2 weeks prior to the commencement date.

## Payment

Payment must be made prior to places being confirmed on any programme by any of these methods:

**Credit/Debit Card.** Credit/Debit card payments can be made via the on-line booking facility. Note that Amex Cards are not accepted.

**Cheque.** Cheques payable to Survive and Save Training Ltd should be posted to the registered office

**Invoice.** If a company is paying for the place a company purchase order must accompany the application for an invoice to be raised. Note that our payment terms are strictly 30 days on all invoices. Late payment charges and interest will be incurred on all overdue invoices.

**Direct Debit.** Direct debit arrangements are available on all extended programmes at Level 3 and above, subject to prior agreement and set up.

## Confirming your booking

Once your application / booking form and payment have been received availability of the programme requested will be checked. A confirmation of acceptance on the programme will be sent by email where spaces are available and other requisites have been met. If we are unable to offer you a place on the programme of your choice we will contact you as soon as possible to offer alternative dates.

A final confirmation will be sent approximately 7 days before the programme is due to start with details and any specific requirements of the programme. We cannot assume responsibility that confirmations reach their intended destination. If confirmation of your programme place has not been received within 1 week of the course date we recommend you contact us.



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## **Attendance at the programme**

All learners are required to attend for the full duration as detailed in the programme confirmation. To attain certification or take a final assessment as appropriate learners are required to undertake and fully complete the requirements of the programme syllabus.

## **Cancellations**

Survive and Save Training Ltd reserve the right to amend programme details and notify you accordingly. In circumstances beyond our control, programmes may be cancelled at short notice. In such cases we will do our utmost to provide alternative dates, if this is not possible all programme fees will be refunded in full. Survive and Save Training Ltd cannot assume responsibility for any other costs that may be incurred.

## **Cancellations by you the client**

Any cancellation received more than one month before the programme start date will be subject to a charge to cover administration costs. Cancellations received less than one month before the programme start date will be subject to a cancellation fee equal to 50% of the programme fee. Cancellations received less than ten days before the programme start date or in the case of non-attendance the full fee will be forfeit.

Approval Date: November 2017

Review Date: November 2019