



GCSG Training Limited

Course Bookings

**Terms and
Conditions**



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DEFINITIONS

The following definitions should be adhered to throughout the terms and conditions preceding each section.

- **The Client:** The client is the Individual/Corporation/Delegate/Buyer/Business, or any representative booking training/facility hire or any such services directly with GCSG Training Limited.
- **Course:** A training course, competence assessment, facility hire, demo or any similar description which utilises GCSG Training Limited staff or facility.
- **Booker:** The person responsible for scheduling and booking a course.
- **The Delegate:** Can also be a client but in whole is the person who is attending any services governed by GCSG Training Limited.
- **Working Days:** Monday – Friday 0730 am –1600pm.
- **Rescheduling:** A change of information from the original course booking, whether it be date, time, name, or location.
- **Contractor:** A person or persons delivering training/Demos or other, whom is not directly employed by GCSG Training Limited.
- **Expenses:** Travel, Accommodation and Subsidiaries.
- **GCSG Training Limited:** The company responsible for the delivery of training, can be at a client's location or the Aberdeen facility. Terms will also be extended to work being carried out on behalf of a third party/competitor. **Howe Moss Drive, AB210GL, 07961643887**
www.GCSGtrainingltd.com

1. TRAINING COURSE

All training courses will be delivered in accordance with the awarding body, website description (www.GCSGtrainingltd.com) and/or based on a predetermined bespoke training course as agreed with the client and GCSG Training Limited. Anything out with this or additional shall be chargeable at the standard GCSG Training Limited price or predetermined rate.

The course fee is inclusive of items based on the description on the website or predetermined learning outcomes. Any additional material required is chargeable at an agreed price.

The course shall commence at the time stated on the joining instructions, refusal to any course can be applied due to late arrivals.

GCSG training has the right to refuse anyone from attending or continuing with a course, should said person breach any of GCSG Training Limited policies – found at www.GCSGtrainingltd.com, or if at any time they are found to be or suspected to be under the influence of drugs or alcohol, on the occasions where a person is refused from a course, then the booking person and employing company will be informed immediately and if so required, Police Scotland. Course will be nonrefundable and full charges will still apply. There may also be such occasions where an addition fee is applied.

2. PAYMENT TERMS

Payment Terms shall vary dependent on the nature of the booking and the predetermined arrangement with each buyer. Payment terms set out in agreed contracts, usually from an organisation, shall be adhered too in the strictest possible manner. If no payment terms are agreed prior to booking, then in the case of a “company”, 30-day payment terms as a minimum. Failure to make payment in full within 30 days could lead to withholding of certification and or late payment fees being applied. Late payment fees are 5% + the English national base rate per month charged per day (calculations will be made on an average 30-day month X by the number of days passed the “Due Date” as termed on the invoice) unless a dispute has been raised. This charge will begin on the first working day after the “Due Date” as termed on the invoice.

Self-sponsor delegates or first-time clients must pay the full balance within 7 days of the course commencement date as on the joining instructions unless a prior agreement is in place.

All payments are non-refundable, and all manners of payments are accepted other than cheques, whether it be personal or company. Bank details and payment links are included on each invoice.

Clients with a pre-determined pay arrangement will be invoiced on the “Course Start Date” as termed on the joining instructions.

3. CANCELLATION POLICY

Cancellation policy shall be in adherence with the below

- Cancellation 5 working days or less of the “Start Date” as termed on the joining instructions, without a rescheduling, shall be charged in full (100%).
- Cancellation 5 working days or less of the “Start Date” as termed on the joining instructions but with a rescheduling date within 3 months of the original, shall incur a £55+VAT administration fee.
- Cancellation 10 working days or less of the “Start Date” as termed on the joining instructions, without a rescheduling, shall be charged at 50% with a 50% refund, less a £55+Vat administration fee.
- Cancellation 10 working days or less of the “Start Date” as termed on the joining instructions, with a rescheduling date within 3 months of the original, shall incur a £55+Vat administration fee.
- Cancellations more than 10 working days from the “Start Date” as termed on the joining instructions, will be subject to a full refund, less a £55+ VAT administration fee.
- Any cancellation with a rescheduling date more than 3 months past the original “Start Date” as termed on the joining instructions, shall incur a 25% charge of the full course and a £55+ VAT administration fee.
- A change to any “Delegate Name” shall be treated as a cancellation and shall be in accordance with the above.
- If a delegate is more than 15 minutes late from the “Start Time” as termed on the joining instruction, or if they fail to attend, then this will be recorded as a non-attende and full charges will apply. For more information on this, please see section 1 – Training courses.
- If the course requires a contractor to deliver, then the client will be liable for expenses, should a cancellation fall in line with the above.

4. JOINING INSTRUCTION AND CERTIFICATION

Joining instructions: Joining instructions shall be sent by GCSG Training Limited, no less than 48 hours prior to the course “Start Time” as termed on the joining instructions (this is only possible where a booking is made out with this timeframe, in situations where this is not the case, the joining instructions will be sent as timely as reasonably practical) and predetermined with the client or delegate. Joining instructions shall be sent directly to the person responsible for the booking, it is then their responsibility to ensure the delegate attending receives, reads, and understand the information contained within.

Course Certification: A delegate is only authorized a certification once all aspects of the delivery have been achieved based on the standards or learning outcomes. A Failure in any area of the delivery shall result in no certification being granted and no refund being applicable.

It shall be the duty of GCSG Training Limited to send a completed certificate to the booker unless a pre-determined agreement has been established in writing between GCSG Training Limited and the client.

Duplicate certification shall not be sent to anyone other than the booker or client, this is inclusive of delegates who have completed a course. It is the responsibility of the booker or client to then forward each certificate to the appropriate delegate. An administration fee of £55+Vat shall be applicable to all duplicate certification requests and only once payment is received, shall the certificate then be sent.

5. GENERAL LIABILITY

GCSG Training shall bare no responsibility or liability for any loss, damage, injury, illness, claims, judgments, decree awards, costs and expenses or any other obligations required by law or sustained by the client or delegate, whilst attending a course at or where GCSG Training Limited has responsibility for, unless the incident relates to a person employed or working on behalf of GCSG Training Limited.

The above does not include any financial, contractual or performance related loss by the client because of a complete or incomplete course by the client's delegate or representative.

GCSG Training Limited shall bare no responsibility for claims justly made against them or a party in relation to them, if such claims are not made in writing withing 30 days of the client being notified or becoming aware of a circumstance that may determine the liability based on the above.

GCSG Training have the right to at any time, cancel or amend a booking due to concerns over safety, minimum person requirements, instructor availability or any other issue that may arise resulting in an amendment. GCSG Training Limited will not be responsible for any loss of travel or expenses but will offer alternative dates. If an alternative date is not suitable then a full refund will be issued.

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