



# Joined-Up Training Limited

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## Terms and Conditions

Joined-Up Training Limited – Terms and Conditions including Cancellation Policy

### General Terms of Business

Once a booking by a customer has been accepted either verbally, in person, over the telephone or in writing, cancellation of the agreed training/booking by a customer 10 working days or more prior to the commencement of the course date will incur an administration charge of 25% excluding VAT.

Cancellation within 10 working days by a customer prior to the booking date will result in the whole booking fee being CHARGED unless superseded by a variation to conditions of business specified for a particular booking.

Substitution of course delegates will be accepted upon reasonable notice being given and the original joining instructions and fee will be deemed to be acceptable, however this is subject to the course, due to awarding body regulations.

All cancellations must be via email, verbal cancellations are not acceptable, and proof is required in the event of non-delivery.

It is the responsibility of the customer to ensure that an Order Number with instructions is issued by email, it is required by the customer to be included in any future invoices or correspondence for services provided by Joined-Up Training Limited. Where a verbal order has been accepted by Joined-Up Training Limited it will be deemed that the standard Terms & Conditions apply for the service being provided without variation at a later date, unless agreed in writing by Joined-Up Training Limited as a variation to contract.

Payment of all booking fees must be made prior to the commencement of the course unless other arrangements have been mutually agreed with Joined-Up Training Limited. Where a customer has paid a deposit, the full balance is due payable 10 working days prior to the course commencing. Unless other arrangements have been made, failure to pay the balance could result in the course being cancelled and the full charges being incurred.

Any variation to the joining instructions, course dates, time of attendance etc, made by Joined-Up Training Limited will be notified to the customer. Joined-Up Training Limited will make every effort to ensure the original instructions are complied with. In the event of course / delegate cancellation made by Joined-Up Training Limited every endeavour will be made for the delegate to attend the next available course. All incidents and actions including any money refunds are dealt with promptly and fairly in compliance with the Company's quality processes.

Any delegates attending Joined-Up Training Limited premises or training locations



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including vehicles are required to adhere to any notices or instructions given to them by Joined-Up Training Limited.

Joined-Up Training Limited does not accept any responsibility for personal belongings or vehicle left on the premises.

Unless specified arrangements are made for the event refreshments by Joined-Up Training Limited, refreshments during the event will be delegate's responsibility.

If lunch is included on a Joined-Up Training Limited training session unfortunately we are unable to cater for special dietary requirements, if you suffer from any food allergies or specific dietary needs we kindly suggest you bring your own food to avoid any issues.

Where external examinations are involved and the delegate for enrolment has supplied details, Joined-Up Training Limited cannot accept any responsibility for the accuracy if a dispute should arise with the examinations body.

It is important that adequate provision is made to ensure that drivers attending courses are able to comply with the rest requirements laid down in the Driver Hours Regulations.

Special needs, the Company will endeavour to provide training or consultancy work wherever and whenever practical to do so having first accessed the applicants capability to receive instruction which does not compromise the Health & Safety of its workforce, the general public and the individual themselves. For a person who falls into the category of requiring special needs, the Company's normal standard tariff quoted in its Course Guide does not apply and each request will be priced on an individual basis and subject to whatever is recommended at time against the need. The Company retains the right to refuse to train any person who in its professional belief will not be able to reach the required standards of that prescribed by either the HSE or the DSA having firstly assessed the person.

Should the course be held at the customers own site the room provided must be fit for purpose. If the instructor feels that the premises are not adequate then they may cancel the course at full charge.

Where First Aid online training is part of the learning experience, we will require learner email address and expiring First Aid certificates where appropriate to enable each learner to access online training and certification thereafter. All online learning has to be completed prior to any classroom-based training sessions and failure to do so may result in certificate not being processed.

The above terms and conditions are binding on acceptance of the joining instructions and supersede any terms and conditions that the customer may wish to impose, no



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variation may be made without the specific signed agreement with the management of Joined-Up Training Limited.

## **Cancellation Policy**

Refunds for cancellation minus any non-refundable deposits or online courses already having been accessed will be issued on a sliding scale as follows (unless otherwise agreed):

Cancellation within 60 days of training = 100% refund

Cancellation within 45 days of training = 75% refund

Cancellation within 30 days of training = 50% refund

Cancellation within 14 days of training = 25% refund

Cancellation within 7 days of training = no refund

If you need to cancel or reschedule to a different date please inform us in writing (via email). We will endeavour to accommodate an alternative date and at the discretion of Joined-Up Training Limited a rescheduled date will not incur a penalty or fee.

## **Refund Policy**

If a refund is payable to a customer for any reason it will be completed within fourteen days of becoming due.

This is calculated after any cancellation costs have been deducted.

Unless an account facility has been pre-arranged and fully cleared, all bookings must be paid for prior to the course starting. Any extra training booked during a course must be paid for before the test date).

No allowance can be made for non-attendance of a trainee booked on a course unless 10 days' notice of cancellation is received.

Any deposits paid are non-refundable. However, in exceptional circumstances and at the discretion of management, all or part of any monies paid (excluding Test Fees) may be transferable to an alternative booking date.

Customers are advised that when returning a cancellation notice that they email with the detail and proof is required in the event of non-delivery. Failure to be able prove email delivery within the prescribed timescale above, may result in a charge for all or part of the course being made dependent upon all or part of the cancelled course being sold.

If our instructor attends your premises to conduct a booked course but is unable to do so due to lack of facilities or any other failure, which is the customer's responsibility, fees will be payable in full.



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It is the customer's responsibility to ensure that the person attending a course produces photographic evidence of their identification. A valid driving licence, paper licence with a passport or other agreed photo identification must be presented on the day of their course. In the event that the information provided proves to be incorrect, the correct information must be provided to Joined-Up Training Limited within three working days of the course having taken place. Failure to provide the correct photographic ID details will mean the course attended will not be allowed and will have to be sat again in order to gain accreditation and will incur additional fees.

Every effort will be made to ensure a course goes ahead according to plan, however it maybe that a course has to be cancelled at very short notice, such as due to adverse weather, instructor illness, low course bookings, change of venue or any other unforeseen circumstance. Under these circumstances every effort will be made to firstly advise the course delegate giving as much notice as practically possible as to any change in the booking arrangement. In the case of the cancellation being no fault of the delegate, a new course will be offered or a refund of any course fee paid.

## **Health and Safety**

Joined-Up Training Limited is committed to ensure as far as is reasonably practicable, the health, safety and welfare of its employees, all learners, contractors and other persons who may be affected by its operation, as outlined in this document and in accordance with current legislation, safe learner and safe guarding principles.

The policy will be applied equally and fairly without exception.

Joined-Up Training Limited will achieve this by providing and maintaining places of work, learning environments and work equipment which are safe and free from risks to health. Joined-Up Training Limited is committed to provide suitable arrangements for the welfare of employees, learners and contractors. All necessary information, training and supervision will be provided to ensure implementation of this policy.

Management, Employees and Joined-Up Training Limited members will do all that is reasonably practicable to avoid and/or reduce health and safety risks.

## **Covid-19**

### **General**

Joined-Up Training Limited adheres to all government Covid-19 policies to include but not limited to trainers and candidates wearing face coverings when at the Joined-Up Training Limited Training Centre when law dictates, reduced seating capacity in the Joined-Up Training Limited Training Centre to allow for 2m social distancing, new First Aid bandages and dressing kits for all delegates, temperature checking and increased hand washing.



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Should a candidate have any symptoms associated with Covid-19, they must not attend a training course.

Cancellations due to Covid-19

Should Joined-Up Training Limited have to cancel a training course due to Covid-19 reasons, all candidates due to attend the course will be notified by email and will be placed on the next available course that they are able to attend.

Should a candidate have to cancel a course they are due to attend because of Covid-19 reasons, they must contact Joined-Up Training Limited prior to the event giving as much notice as is possible, they will then be placed on the next available course that they are able to attend.

This policy will be reviewed periodically and revised if necessary.

Overall responsibility    Mr Andy Dunn    Position: Director