



‘Open’ courses - joining instructions / terms & conditions:-

Please read in conjunction with the course booking confirmation which contains the date(s), times & location of the course that you and/or your delegates are booked to attend.

Registration: Please arrive at least 10 minutes prior to the stated start time to allow for registration.

Parking: *FREE* parking is available at our venue (Riverside Business Centre) for delegates whilst attending training. Parking permits will be provided on the day(s) of the course by the trainer **if required**.

Late Arrival: The course trainer has the discretion whether to allow delegates to join the training session when arriving after the start time. (If delayed en-route, please contact us on:- 01502 574563)

Course Materials: We (N.G.Training) will provide writing materials, reference books/handouts & all practise materials required during training & assessment where appropriate.

What To Wear: First aid, AED & manual handling training includes practical ‘floor work’ practise and we suggest the wearing of suitable clothing. Training areas are carpeted and/or training mats are used during practise sessions.

Refreshments: We will provide tea/coffee on arrival and at lunch/mid-session breaks. Drinking water is always available throughout our courses. Shops and/or mobile food outlets etc. are available close to our training venues for the purchase of food & drink for lunch breaks as req.

Invoices: To enable the cost effective service that we provide to be maintained, please make your remittance as stated on your booking confirmation / invoice, unless an alternative **prior** agreement has been made.

Late Payment: We reserve the right to charge an administration **fee of £20.00** in the event payment is not made within our terms & conditions.

Transfer and cancellation of delegate bookings: As places on all of our courses are limited we reserve the right to charge an administration fee for course date transfers and/or cancellation of booking requests. The following fees apply from **1st January 2018:-**

Request	Timing	Fee
Transfer date of booking	more than 7 days prior to booked date	Nil
Transfer date of booking	4 – 7 days prior to booked date	£10.00
Transfer date of booking	1 – 3 days prior to booked date	25% of invoice
Cancellation of booking	more than 7 days prior to booked date	Nil
Cancellation of booking	4 – 7 days prior to booked date	50% of invoice
Cancellation of booking	1 – 3 days prior to booked date	100% of invoice

Certification: Certificate issue for delegates is authorised following successful completion of training/assessment as appropriate and are only supplied following full settlement of course fees without exception.

First Aid at Work Renewal Courses: A copy of a valid certificate **MUST** be provided by delegates, or their employer, prior to the start of training. Certificate details must comply with the current Health & Safety (First Aid) regulations to enable renewal training to be undertaken.

Course Cancellations: In the unlikely event that we have to cancel an ‘open’ course, we will transfer delegate bookings and any payments to an agreed alternative date, or where appropriate provide a full refund.

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