



‘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 training includes practical ‘floor work’ practise and we suggest the wearing of suitable clothing. All training areas are carpeted at our centre for the consideration of delegates 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 November 2018:-**

| Request | Timing | Fee |
|--------------------------|--|------------------------|
| Transfer date of booking | <i>more than 7 days prior to booked date</i> | Nil |
| Transfer date of booking | <i>4 – 7 days prior to booked date</i> | £20.00 |
| Transfer date of booking | <i>1 – 3 days prior to booked date</i> | 25% of invoice |
| Cancellation of booking | <i>more than 7 days prior to booked date</i> | Nil |
| Cancellation of booking | <i>4 – 7 days prior to booked date</i> | 50% of invoice |
| Cancellation of booking | <i>1 – 3 days prior to booked date</i> | 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: Existing certificate details/validity 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 requested and appropriate provide a full refund.

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