

# S. A. Associates Open Short Course

## Booking Terms and Conditions

By proceeding with making a booking you are committing to a place on the stated course.

### **Start dates**

The start date is the date of the first training session or day.

### **Attendance**

Only under exceptional circumstances may an attendee join part way through a course and acceptance is at the discretion of the S. A. Associates. In the event of an attendee leaving the course for any reason, no substitute or replacement attendee can join in their place. It will also not be possible to be transferred to a later course in these circumstances. In these cases, no refund or partial refund of course, fees will be given.

### **Course Fees**

Payment must be received at the latest 15 days from receipt of the invoice date or **in advance** of the training course, whichever is the sooner and regardless of booking date. Payment can be made as follows:

**Online:** Payment can be taken online at time of booking by credit or debit card, or alternatively an invoice can be requested

**Credit card:** As above, or subsequent to a booking being made, a credit or debit card payment can be made by calling the S. A. Associates Training & Events team between 09:00-17:00 on weekdays

**BACS:** S A Associates Management Training Ltd, NatWest Bank, Sort Code 09-09-75, Account 62003518, Iban GB35 NWBK 01097562003518, Swift Number NWBKGB2L

Please make sure you quote invoice number in any correspondence.

### **Substitute attendees**

A place on a course can be used by a substitute attendee at no extra charge up to 24 hours before the course start date. Please email [info@training-uk.com](mailto:info@training-uk.com) with details of the original attendee and the nominated substitute's details, including name, job title, organisation, email address and telephone number. (FOR IOSH Leading Safely courses, there must be time given for SAA to alert IOSH and for the delegate to complete the requested coursework, 48 hours in case would be appropriate)

## **Transferring courses**

Under exceptional circumstances and at the discretion of S A Associates Management, it may be possible for an attendee to transfer courses up to a minimum of 1 full working week prior to the start date of a course by advising us in writing via email to [info@training-uk.com](mailto:info@training-uk.com) **AND** contacting the team by phone on **01539 437436**

This option only relates to delegates who are transferring to the same course on an alternative start date within 6 months of the start date of the course originally booked. In this case, the value of the booking fee will be transferred to the nominated course. If the attendee fails to nominate an alternative course with a start date falling within 6 months of the start date of the course originally booked, it is considered a cancellation.

All outstanding invoices will remain due, irrespective of the number of working days' notice given for the transfer. The following additional charges will also apply:

- For course transfers of which we are advised in writing via email to [info@training-uk.com](mailto:info@training-uk.com) more than 2 months before the course start date, no extra fee will apply.
- For course transfers of which we are advised in writing via email to [info@training-uk.com](mailto:info@training-uk.com) between 1 and 2 months before the course start date, an administration fee of £65 will apply.
- For course transfers of which we are advised in writing via email to [info@training-uk.com](mailto:info@training-uk.com) less than a month before the course start date, an administration fee of £65 plus 15% of the applicable course fee will apply.

## **Cancelling a course**

Cancellations must be received in writing via email to [info@training-uk.com](mailto:info@training-uk.com) and must contain the full booking details including delegate and organisation name and contact details. Your cancellation will be confirmed in writing to the fee payer along with an invoice for any outstanding fees due.

The following charges will apply if you wish to cancel a course:

- For the period of 1 month prior to the course start date, no refund will be given on cancellations.
- For the period of 1 month to 2 months prior to the course start date, a 50% refund is obtainable on cancellations.
- Cancellations prior to 2 months in advance of the course start date, an 85% refund is obtainable.

Where delegates are already in attendance and feel that during the course that this is not suitable for their requirements for whatever reason and wish to terminate, they must in the first instance call SAA on 01539 437436 outlining their reasons. Termination must be reported during the first comfort break or at lunch time at the latest.

If a delegate/s stays for the course duration and completes the course and certification is awarded, no refund will be processed.

### **Course dates, venues and postponement**

S A Associates reserves the right to alter course dates, venues and location where necessary without liability. We will endeavour to give the delegate as much advance notice as possible of any such change via the attendee's email address provided at time of booking. If the delegate is unable to attend a course at the revised location or date, we will credit 100% of their course fees against a future course or, if requested, refund those fees.

In the event of cancellation, where an alternative cannot be provided in respect of a specific course, a full refund will be offered.

We cannot offer refunds for cancellations due to circumstances outside our control; including adverse weather conditions, transportation issues, major incidents or industrial action. We will not be liable for any other costs incurred including (for example) travel charges or any consequential damages, even if we were advised of these costs.

As a course may be cancelled up to 2 weeks prior to its start date, we recommend that attendees do not book travel arrangements before this time. Any travel or other costs incurred are entirely the attendee's responsibility. S A Associates does not accept any liability for reimbursement of any costs incurred by attendees booked more than 2 weeks before a course start date.

### **Course outlines**

In order to respond rapidly to changes in market demand S. A. Associates reserves the right to alter its course content and/or trainer at any time.

### **Course notes and training**

S A Associates course notes and training cannot be relied upon for legal interpretation. Neither S. A. Associates nor its employees, trainers or consultants can accept responsibility for the actions of delegates, or those of other people reading the course notes, or responsibility for any loss incurred as a result of relying on the course content or the course notes.

## **Accessibility and special dietary requirements**

We are responsive to your requirements so if you have any special accessibility requirements please contact S. A. Associates so that we can make reasonable adjustments to enable you to get the most from our course, prior notice of at least 1 week is required to enable us to cater for your needs.

Unless otherwise stated all scheduled S. A. Associates training courses include refreshments and a lunch of vegetarian and non-vegetarian sandwiches. The attendee must inform the SAA team **by email** at S. A. Associates of any special dietary requirements. We cater for vegetarian, medically recommended and religious restrictive diets only. Please note SAA use external providers for all catering purposes and do not accept liability for any failure to meet special dietary requirements.

While we endeavour to cater for a range of dietary requirements are committed to ensuring the safety of our delegates who have any allergy to nuts, peanuts or seeds we cannot guarantee that our food does not contain traces of nuts, peanuts or seeds. Although we ask our suppliers to ensure that any foods known to contain nuts/peanuts/seeds or their derivatives are suitably labelled, it is impossible to guarantee that products believed not to contain these are 100% free from peanuts/nuts/seeds. This is due to suppliers increasingly stating that products are not free from nut contamination due to possible airborne contamination. If your allergy is severe please be aware the food provided via our suppliers to other delegates may contain traces of nuts, peanuts or seeds.

If you have any questions or concerns, please contact S. A. Associates in good time (*at least 1 week in advance of the course start date*) to allow for your needs to be catered for.

### **Other terms**

The S. A. Associates does not accept responsibility for attendees' personal belongings or valuables, for example laptops or communications devices, brought to courses. These remain the responsibility of the individual attendees.

S A Associates reserves the right to remove any attendee from their course should their behaviour be deemed inappropriate. In such event, no refund of course fees or other costs will be made.

Call the S. A. Associates Training & Events team

The office is open between 09:00-17:00 on weekdays or you can call our out of hours telephone 07516331706 or email to [info@training-uk.com](mailto:info@training-uk.com).