

Terms and Conditions

Course correspondence and confirmation:

All correspondence regarding bookings will be sent to the **named booker** on the booking form.

Nothing will be sent to the individual delegates; it is the responsibility of the person booking to pass all information onto the delegate.

We will send joining instructions to you within 48 hours of receiving your booking and payment. Please contact us on security@specialistprotection.com if you do not receive them or if they are incorrect.

Payment:

Training will not be confirmed if FULL payment has not been received in advance. Please ensure payment when making your booking. On-line booking requires the use of PayPal. By using this on-line merchant, you agree to their terms and conditions and any subsequent queries regarding the payment transaction, must be sent to PayPal.

The only exception to this is if the booking is being paid for by a company on invoice and a purchase order number has been received at the time of booking.

Cancellation Policy:

More than 20 working days prior to the course start date – full refund

Between 20 working days and 10 working days inclusive – 50% refund

Less than 10 working days – full course cost

Transfer Policy:

To transfer the named delegate to an alternative date charges will be levied as follows:

More than 20 working days prior to the course start date – no fee

Between 20 working days and 10 working days inclusive - £25 administration fee plus VAT

Less than 10 working days in advance – 100% of the new course fee payable

Substitutions:

Substitution of delegates may be made with no fee but must be advised in advance so that course information can be amended.

Refunds of course fees where delegates do not satisfy the 100% attendance requirement, or do not fully (or successfully) complete any course assessments (within specified timescales contained within the course joining instructions) will not be made.

It is the bookers responsibility to ensure that all details provided within submitted forms are accurate and that you wish to make the course booking as submitted.

All course bookings are subject to terms, conditions and cancellation policy as stated above.

Neither of the parties shall be liable to the other for any loss or damage, costs, expenses or other claims for compensation arising as direct or indirect result of breach or non-performance of any of its obligations under this agreement due to any cause beyond the other party's reasonable control, including without limitation, any act of god, war, military operations, riot, accident, failure or shortage of fuel or power supplies, abnormally inclement weather, fire, flood, hurricane, drought, explosion, lightning strike, lock out or trade dispute.

The client will not attempt to directly or indirectly employ any tutor/consultant of SPS.

Privacy Notice:

The personal information you provide where applicable is passed to the relevant Awarding Organisation to process examination and certification for each learner. We will ensure that confidentiality agreements are in place to protect personal data and fully comply with GDPR Regulations.

Our full Privacy Notice is available on our website www.specialistprotection.com or on request.

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