

HSE Solutions Training Courses

Terms and Conditions

Reservations

Provisional bookings may be made by telephone, but must be confirmed by completing a booking form (including a purchase order number) within 7 working days. Post or fax to: HSE Solutions Ltd, 102 Bath Street, Glasgow G2 2EN, fax 0141 332 3299.

Fees

All fees are payable in advance (normally 4 weeks). HSE Solutions reserves the right to refuse admission to the course until payment is received. Fees quoted are correct at the time of publication but HSE Solutions reserves the right to alter fees at any time. All fees quoted are exclusive of VAT which must be paid in addition to the quoted fee, at invoice date, chargeable at the standard rate then in force.

Late payment

Overdue payment may attract interest at 5% above the statutory rate.

Joining Instructions

Joining instructions will be forwarded following receipt of payment. If joining instructions have not been received 10 days before the course, please telephone to make sure payment has been received.

Venues

A map of how to get to the venue will be included in the joining instructions. Whilst HSE Solutions will assist in arranging accommodation at local, HSE Solutions is not acting in the capacity of agent for either the hotel or the client. Queries, cancellations or alterations of hotel bookings must be made direct with the hotel/agent concerned and delegates must settle their own hotel accounts before leaving.

Refreshments

The cost of lunch and refreshments is included in the course fees.

Course Literature

Printed course notes are included in the course fees. Course literature is copyright and may not be reproduced without permission.

Examinations

Where examinations (whether by an internal or external examining authority) form part of, or are taken following a course, no refund of fees can be given in the event of a candidate failing to reach the standard required. Examiners' decisions are final.

Cancellations

HSE Solutions reserves the right to cancel or alter the dates or provision of service, the venue and the individual or organisation providing the service. In the event of cancellation, bookings will normally be transferred to the next available course unless the client specifically requests otherwise.

If a booking is cancelled or transferred to a different course by the client the following fees will be payable:

Notice Given	% of fee charged on cancellation/transfer
Up to 21 days prior to course start date	20%
Up to 14 days prior to course start date	50%
Up to 7 days prior to course start date	100%

In addition, HSE Solutions reserves the right to charge a £30 administration fee for each cancellation/transfer.

Should changes to bookings involve cancellation of residential accommodation it will be necessary to pass on to the client any cancellation charges relating to this.

Telephone cancellations can be accepted but must be confirmed immediately in writing (by post or fax).

**To book any of the HSE Solutions training courses, call now on 0141 332 3199
Email: mail@hse-solutions.co.uk**