

Health & Safety Works Ltd (HSW Ltd)

Training Terms and Conditions

Public Courses and In-House Training

Fees

Organisations are requested to pay the fee by the date of our invoice.

Cancellations/Refunds

Cancellations of courses are subject to a 25% administration fee where the cancellation is made more than one calendar month before the date of the training course.

Cancellation 2 weeks before the course 50% of the course fee will be required.

If any course is cancelled one week before its start date, then full payment will still be required.

Late Payment

HSW Ltd reserves the right to charge late payment interest on any outstanding invoice at the rate of 5% above the base rate of Barclays Bank Plc.

Public Training

Fees

Organisations are requested to pay the fee by the date of our invoice.

Discounts

Multiple delegate booking discounts apply to delegates booked at the same time, on the same course or same combination of courses, and from the same organisation, and may not be used in conjunction with any other discount or offer.

Cancellations by the Delegate / Refunds

Notice given by delegate (prior to course date)	Applicable fee / procedure
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More than one calendar month	Delegates may transfer free of charge to any other equivalent price or cheaper course (balance to pay for more expensive course). For cancellations, an administration fee of £50 (plus VAT) per delegate will be charged.
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Between one calendar month and two weeks	Delegates may transfer free of charge to any other equivalent price or cheaper course (balance to pay for more expensive course). An administration fee of £100.00 will be required. For complete cancellations, 50% (plus VAT) of the course fee is payable.
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Between two weeks and 24hrs	No refund. No discounts. No transfers permitted. (unless there are unforeseeable circumstances)
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Where a delegate transfers his/her booking to another course, the delegate will not be entitled to any refund where he/she cancels attendance at that other course. Only one transfer is permitted per course per delegate – the fee will be charged as above.

Alterations / Cancellations of Courses by HSW Ltd

It may be necessary for HSW Ltd to change the content and timing of a course, the trainer, the date or the venue. In the unlikely event of the course being cancelled, a full refund will be made unless the delegate transfers his or her booking to an alternative date/city for the course. For all bookings, the liability of HSW Ltd shall be limited to the amount of the fee actually paid to PDP by the delegate. For this reason, delegates are encouraged to not to book travel or accommodation more than two weeks prior to any course date.

Registration Information

Registration information, including directions to the venue and timings, will be sent to the delegate by email at least 7 days prior to the event. We will not be responsible for the non-arrival of registration information. Any delegate not receiving the registration information by 7 days prior to the event should contact us on +44 (0)1223 265622.

Late Payment

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